

Sriharika Nallagorla

Senior Platform / Technical Product Manager

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PROFESSIONAL SUMMARY

Senior Platform / Technical Product Manager with 10 years of experience across enterprise SaaS, APIs, integrations, IoT/telematics and AI-enabled systems. I own platform problems from customer and developer needs through roadmap, technical requirements, architecture trade-offs, rollout and adoption. My product fluency spans API contracts, integration patterns, authentication/RBAC concepts, distributed-system and cloud patterns, scalability, reliability and observability, while staying grounded in user outcomes, business leverage and delivery feasibility.

WORK EXPERIENCE

Senior PM Consultant - GenAI & Wellness AI | Toptal | Remote

Aug 2026 - Sep 2026

AI Quality Platform | Acceptance Contracts | Reliability

- Owned release-quality evaluation for a pre-launch AI product, defining acceptance thresholds, fallback behavior and failure criteria that gave Product and Engineering a clearer contract for what “ready” meant.
- Mapped failure modes across 18 end-to-end journeys, surfacing where model behavior, context, retrieval or fallback logic could break the user experience.
- Translated quality evidence into product and technical changes, balancing usefulness, reliability, safety and implementation effort rather than treating model quality as an isolated AI concern.
- Aligned distributed stakeholders without formal authority through structured evidence and decision rationale, reducing ambiguity around launch and remediation priorities.
- Created a reusable evaluation workflow that could function as a platform capability for validating AI behavior before release.

Lead of Product | Alstom | Bengaluru, India

Apr 2025 - Apr 2026

Enterprise SaaS Platform | APIs / Integrations | 4 Squads | Team of 7

- Owned platform roadmap and product direction for an enterprise rail-operations SaaS product across three geographies, balancing immediate business needs with reusable foundations and delivery dependencies across four squads.
- Defined SAP/non-SAP integration strategies, data contracts and cross-system workflows, creating clearer interfaces and ownership for enterprise users and delivery teams.
- Led prioritization across scalability, security, operational constraints and implementation effort, shaping platform trade-offs rather than treating integrations as one-off feature requests.
- Led and mentored a seven-member product team while influencing Engineering, IT, operations and business leaders without formal authority on platform priorities, requirements quality and dependency management.

Senior Product Engineer | Lam Research | Bengaluru, India

Oct 2021 - Apr 2025

Enterprise Platform Workflows | Regional Scale | Release Delivery

- Reduced order-to-ship cycle time by 15% across three product lines through platform and process improvements prioritized from operational data and user workflow bottlenecks.
- Delivered localized configurations for two new regional markets while protecting longer-term platform consistency, maintainability and reusable capabilities.
- Led discovery-to-GA execution with technical specifications, validation criteria, release documentation and stakeholder governance across global teams.

Product & Project Engineer | Epiroc / Atlas Copco | Bengaluru, India

Jul 2016 - Oct 2021

IoT / Telematics Platform | Cross-System Workflows

- Improved equipment-uptime visibility by 30% through a fleet-telematics platform connecting IoT data, system workflows and user-facing operational visibility across Asia and Europe.
- Launched three IoT modules within 18 months by coordinating product, systems and operational stakeholders across markets and managing cross-team dependencies.

SELECTED OUTCOMES & LEADERSHIP

- 15% reduction in order-to-ship cycle time across three product lines through analytics-led prioritization and workflow redesign. -
- 30% improvement in equipment-uptime visibility through product strategy and delivery for a fleet-telematics platform used across Asia and Europe. -
- Three IoT modules launched from concept to general availability within 18 months across multi-market stakeholder groups. -
- 18 end-to-end AI journeys evaluated using structured quality thresholds, failure analysis and evidence-backed release decisions. -
- Led delivery across four cross-functional squads and mentored a seven-member product team while influencing senior stakeholders without formal authority. -

CORE SKILLS

Platform & API Product: platform strategy · reusable capabilities · REST APIs · webhooks · JSON · OpenAPI · data contracts · authentication concepts · RBAC · integrations · developer experience

Architecture & Infrastructure Fluency: distributed-system concepts · queues/events · cloud infrastructure · AWS/Azure/GCP concepts · scalability · latency · uptime · fault tolerance · observability · logging · security/privacy

Delivery & Lifecycle: technical/non-functional requirements · migrations/releases · dependency mapping · rollout · adoption · lifecycle ownership · reliability trade-offs · internal tools

Platform Metrics: uptime · API error rate · P95 latency · MTTR · deployment success · infrastructure cost · adoption · onboarding/time-to-integration · productivity · reliability

Leadership: Engineering/Architecture partnership · influencing without authority · mentoring a team of 7 · multi-team roadmap alignment · stakeholder communication · prioritization under constraints

RIKA - PROOF OF PRODUCT WORK

RIKA is the proof layer behind this resume: case studies, product decision records, prototypes, research, architecture, analytics and working product artifacts. **Explore RIKA**

- **OrderSense** - API/data-flow architecture, enterprise workflows and exception intelligence.
- **AI Operations Control Plane** - enterprise platform, governance, shared capabilities and executive visibility.
- **FleetMind** - agent orchestration, evidence services, risk routing and HITL.
- **RazorAssist** - retrieval pipeline, grounding, citations, confidence and AI-system reliability.

EDUCATION & CERTIFICATIONS

MBA (Executive - Full Time), Product Management, Strategy & Marketing | IIM Kozhikode | Dec 2022 - Apr 2025

B.Tech, Mechanical Engineering | JNTU Kakinada | 2012 - 2016

Certifications: AI Product Management | International Certificate in Product Management | X-Culture International Collaboration Program