

# SURYA PRAKASH DHAR DWIVEDI

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Platform Product Manager with 5+ years of experience building AI-native B2B SaaS platforms at enterprise scale. Proven track record driving end-to-end product lifecycle - from product vision and systems design to launch and adoption- across complex enterprise workflows in Fintech, ITSM, and AI orchestration domains. Deep technical intuition in agentic AI, LLMs, and platform architecture with hands-on experience in build-vs-buy decisions, API/integration design, and managing technical debt. Scaled products enabling \$59M+ revenue for Fortune 500 clients (Bank of America, BMO, Desjardins, BECU). Strong systems thinker who partners closely with Engineering, Architecture, and Design to deliver scalable, high-performance enterprise solutions under high-velocity conditions.

## CORE COMPETENCIES

Product Vision & Strategy	Systems Design & Architecture	AI-Native Product Development
End-to-End Product Lifecycle	Build vs. Buy & Tech Debt Mgmt	API & Integration Patterns
Cross-Functional Collaboration	Enterprise Workflow Automation	Stakeholder & ROI Communication
Agile / Sprint Execution	Compliance & Risk Management	Platform Thinking & Scalability
Analytical & Problem-Solving	Production Systems & Debugging	Resilience Under Pressure

## PROFESSIONAL EXPERIENCE

### FuturePath.ai, Cupertino, CA Dec 2025 - Present

#### Platform Product Manager

Own product vision, strategy, and backlog for the AI-native TechOps Orchestration Platform and 9 enterprise products. Partner with engineering leaders and architects to design scalable platform systems. Drive end-to-end product lifecycle from ideation to launch and adoption in a high-velocity startup environment.

- **Systems Design & Platform Thinking:** Defined product vision and systems architecture for the CMDB Intelligence Engine (10 engines) and Reality Correlation Engine (11 engines) - designing scalable data pipelines that auto-discover infrastructure relationships from 15-20+ monitoring tools and validate ticket data against infrastructure reality.
- **Technical Trade-offs & Integration Patterns:** Led build-vs-buy and architectural trade-off decisions for the L1.5 Product Strategy, implementing MCP-based tooling for autonomous API integrations (ServiceNow, Azure Runbooks, SSH) instead of custom-coded connectors- reducing technical debt while enabling extensible platform capabilities.
- **Product Lifecycle & Execution:** Drove end-to-end product lifecycle for 6 CoResolve products (NOC Command Center, Virtual Analyst, Network, Compute, Hybrid Cloud, MIM+CFCR) - from ideation through enterprise deployment. NOC Command Center replaced 15 - 30 analysts with 90%+ alert noise reduction; Virtual Analyst targets 30-50% auto-resolution on 50,000+ tickets/year, compressing MTTR from 30-45 min to under 10 min.
- **Production Systems & Resilience:** Designed and implemented Drift Guard and Surge Detector for proactive self-healing—translating complex system behavior (production upgrades, scaling challenges) into product features that manage real-world transitions and failure modes.
- **Stakeholder Communication:** Communicated product roadmap, trade-offs, and ROI to domain managers, engineering leaders, and stakeholders. Defined KPIs, adoption metrics, and outcome measures to track product impact and ensure cross-functional alignment.

### Wipro Gallagher Solutions (ProGallery), NOIDA Jun 2021 - Nov 2025

#### Associate Product Manager / Product Owner

Product Owner for enterprise B2B SaaS lending platform serving Fortune 500 financial institutions. Partnered with architects and developers on systems design, managed complex enterprise workflows, and drove compliance features across multiple banking clients.

- **Enterprise Scale & Workflows:** Owned and scaled a B2B SaaS platform delivering loan origination and credit card processing workflows for Bank of America, Desjardins, BECU, and BMO. Translated complex business requirements and regulatory constraints into clear product specs and sprint execution plans—enabling \$59M+ client onboarding with 97% auto-decisioning accuracy.
- **AI Integration & Technical Decisions:** Integrated LLMs/NLP into existing enterprise workflows, automating 95% of application processing (up from 60%). Evaluated build-vs-buy for AI capabilities, ensuring integration pathways aligned with existing platform architecture and scaling requirements.
- **Compliance & Workflow Simplification:** Led requirements gathering, solution design, and end-to-end delivery for compliance modules (GDPR/PCI). Drove UX standardization across domains, simplifying complex B2B workflows while maintaining robustness. Implemented LLM agents for compliance checks, reducing manual reviews by 80%.

- **Cross-Functional & Stakeholder Collaboration:** Partnered with engineering, business leaders, and banking stakeholders to articulate ROI, manage trade-offs, and align delivery priorities. Supported UAT planning, validation, defect resolution, and post-release feedback loops.

## **Veefitt Ventures Pvt Ltd, India 2019 - 2021**

### *Founding Product Manager / Product Owner*

- Founded and drove end-to-end product lifecycle for "Ovis," a B2B SaaS CRM—from product vision through launch and user adoption. Owned the backlog, translated business priorities into sprint goals and user stories, and ran usability testing to optimize product-market fit, driving 40% revenue growth.

## **KEY ACHIEVEMENTS**

- Deployed agentic AI processing 95% of enterprise applications autonomously, enabling \$59M+ revenue through workflow automation and intelligent decision-making across Fortune 500 banking clients.
- Reduced delivery cycles by 75% and release errors by 30% through disciplined backlog prioritization, sprint alignment, and cross-functional execution—demonstrating resilience under pressure in high-velocity environments.
- Designed RAG-based autonomous agents that compressed approval times from days to hours; improved user retention by 40% and CSAT by 30%.

## **EDUCATION**

**B.Tech, Instrumentation & Control Engineering** — NIT Jalandhar | 2017-2021

## **CERTIFICATIONS**

- Aha! Product Management Professional
- Gen AI for Marketing (Microsoft 365 Copilot)
- Microsoft Azure AI Essentials

## **TECHNICAL SKILLS**

**AI & ML:** Agentic AI, LLMs, RAG, MCP, NLP, Multi-Modal AI, Prompt Engineering, Vector Databases, Semantic Search

**Platforms & Tools:** ServiceNow (ITSM/CSM), Jira, Confluence, Git, Python, Ansible, APIs & Integration Design

**Domain:** Enterprise Workflows, Lending & Mortgage, Consumer Banking, Credit Card Processing, ITSM, TechOps, Compliance (GDPR/PCI)

**Metrics & Analytics:** MTTR, MTTI, FCR, Cost Per Ticket, Agent Utilization, A/B Testing, KPI Definition, Adoption Metrics, ROI Analysis