

# Sk Mohammed Mamoon Mondal

Product Manager

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Founding PM with 4+ years building AI-native products. Run a PLG self-serve product and an enterprise B2B agentic product in parallel, owning 0-to-1 discovery, agent design, and eval-driven reliability, while using AI internally to scale PM throughput.

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## Professional Experience

### Supanote.ai

01 / 2026 - present | Bengaluru, India

#### Founding Product Manager

- Lifted PLG paid conversion **5% in 2 months** on the AI clinical scribe through funnel analysis, onboarding iteration, and reliability improvements, running PLG and enterprise B2B in parallel.
- Scaled the B2B benefits verification agent to **2.2x ARR in 3 months** post 0-to-1 launch by re-architecting rule-based workflows into an agentic harness-based orchestration with parallel agents, skill hierarchies, tool calling, and context/memory loops.
- Drove production incident rate from **3.5% to <1% in 2 weeks** via architectural audits and a custom eval harness.
- Built the founding Product operating layer, analytics, agile cadence, and internal AI agents automating program and design ops, driving a **5x lift** in product velocity.

### Innovaccer

07 / 2022 - 12 / 2025 | Noida, India

#### Product Manager

- Automated fax-based referral intake for specialty clinics with an **AI agent**, improving per-user **operational efficiency 4x (40% faster TAT)**.
- **Scaled** adoption of an automation platform **75% in 3 quarters** by **segmenting users**, uncovering **key pain points**, and shipping **bi-weekly experiments guided by KPIs**.
- Improved complex UI flows **via user-journey analytics and A/B testing**, lifting **active engagement 35%**.
- Scaled automation execution capacity **2x through demand forecasting** and rapid cross-functional delivery, maintaining **<1% error rate** under higher operational load.
- Unified **post-acquisition product integrations** into a single UX, achieving **100% SLA adherence** and **<2% incident rate post-launch**.
- Built a contract-driven integration layer replacing one-off API/Kafka hooks, saving redundant engineering effort and cutting **rollout time by 67%**.

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## Education

### Indian Institute of Technology (IIT) Dhanbad

Bachelor of Technology (B.Tech), Mechanical Engineering | CGPA: **8.28**

2018 – 2022

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## Skills

- **Product:** Discovery, strategy, roadmapping, prioritization, GTM, evaluation frameworks, A/B testing, KPI trees, telemetry.
- **AI & Agents:** LLMs (Claude, OpenAI, Gemini), agent design (harnesses, tool calling, skill hierarchies, context/memory, HITL, guardrails), RAG, evals, MCP.
- **AI Foundations (self-directed):** Post-training methods (SFT, RLHF, DPO), reasoning models, transformer internals.
- **Data & Tools:** Claude Code, Codex, Claude Design, Claude Cowork, SQL, Python, Mixpanel, Posthog, Linear, Figma, Git, n8n, Cursor, Braintrust, Langfuse.

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## Achievements & Interests

- Launched AI Agent featured in industry publication: [Fierce Healthcare](#).
- **Interests:** Fitness, cricket, swimming, and exploring nature.