

SHIVANI VAIDYA

AI PRODUCT MANAGER

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PROFESSIONAL SUMMARY

- **Product-minded technology professional with 10+ years of experience** transforming complex business challenges into scalable AI-powered, cloud-native, and customer-centric products across cybersecurity, SaaS, data platforms, and enterprise technology environments.
- Proven expertise in driving **end-to-end product lifecycle management**, including product strategy, customer discovery, market research, roadmap development, MVP definition, product launches, and continuous product optimisation.
- Specialised in developing **Generative AI, Agentic AI, Large Language Model (LLM), Retrieval-Augmented Generation (RAG), AI Personalisation, Digital Twin, and Intelligent Automation solutions** that enhance customer experiences and create measurable business value.
- Strong track record of partnering with **founders, executives, engineering, design, and business stakeholders** to identify market opportunities, define product vision, prioritise investments, and deliver innovative customer-centric solutions.
- Experienced in leveraging **customer insights, user research, journey mapping, experimentation, competitive intelligence, and product analytics** to drive data-informed product decisions and accelerate product adoption.
- Led strategic initiatives across **AWS, Azure, and Google Cloud ecosystems**, enabling enterprise customers to operationalise AI technologies while improving visibility, governance, scalability, and business outcomes.
- **Kellogg School of Management Certified Product Management Professional** with a unique combination of product strategy expertise, technical depth, business acumen, and hands-on experience building and scaling modern AI-powered products.

CORE COMPETENCIES

AI Product Management • Product Strategy • Product Discovery • Product Vision & Roadmapping • Generative AI Products • Agentic AI Solutions • Large Language Models (LLMs) • Retrieval-Augmented Generation (RAG) • AI Personalization • Customer Research • User Interviews • Design Thinking • MVP Definition • Product Requirements Documentation (PRDs) • Feature Prioritization • Agile Product Delivery • Stakeholder Management • Cross-Functional Leadership • Data-Driven Decision Making • Go-to-Market Strategy

TECHNICAL SKILLS

- **Programming Languages:** Python, Go, Java, SQL
- **AI & Product:** LLMs, Prompt Engineering, Retrieval-Augmented Generation (RAG), Agentic AI Systems, Conversational AI, Vector Databases, Semantic Search
- **Databases & Storage:** PostgreSQL, Cassandra, Redis, MongoDB, Snowflake, HBase, Hive
- **Cloud & Infrastructure:** AWS, GCP, Azure, Kubernetes, Docker
- **Data & Distributed Systems:** Kafka, Spark, Hadoop, Apache Beam, ETL Pipelines, Distributed Systems
- **Development & APIs:** REST APIs, GraphQL, gRPC, System Design, API Design
- **Product & Design Tools:** Figma, Lovable, Cursor, Claude Code, Codex

EDUCATION

- **University of California, Davis** — Master of Science in Computer Science, 2016

CERTIFICATIONS & PROFESSIONAL DEVELOPMENT

- **Professional Certificate in Product Management**, Kellogg School of Management, Northwestern University — Dec 2025
- **AI Agents and Agentic AI in Python:** Powered by Generative AI, Vanderbilt University — 2025
- **The AI Engineer Course 2025:** Complete AI Engineer Bootcamp, Udemy — 2025
- **Machine Learning**, Stanford University — 2025
- **PM Accelerator** (Jyoti Nookula)
- **Agentic AI** (Jyoti Nookula)

WORK HISTORY

ZENAI.COACH

Product Manager | Jun 2025 – Apr 2026

- Led **end-to-end product strategy, roadmap development, and execution** for a **voice-first AI coaching platform** integrating **Conversational AI, Guided Meditation, Journaling, Storytelling, and Personalised Reflection Experiences**.
- Defined **product vision, customer value proposition, user personas, coaching frameworks, onboarding experiences, and feature prioritisation** to create differentiated AI-powered wellness products.
- Conducted **customer interviews, user research, behavioural analysis, and product discovery workshops** to identify engagement opportunities, retention drivers, and customer pain points.
- Designed **AI Coach Personas, Customer Journey Maps, Coaching Workflows, and Personalisation Frameworks** to improve user relevance and long-term engagement.
- Authored detailed **PRDs, MVP Specifications, User Stories, Acceptance Criteria, and Product Requirements** for AI-powered personalisation initiatives.
- Collaborated closely with **Founders, Engineering, and Design teams** to define **AI workflows, memory systems, semantic retrieval architectures, and product strategy**.
- Led product discovery for advanced **Generative AI, Agentic AI, Contextual Memory, Digital Twin, and Personalised Coaching Systems**.

Key Achievements

- Introduced **Story-Driven Learning Experiences** that became one of the most positively received features of the platform.
- Designed the product vision and requirements for a **Digital Twin Personalisation Framework** leveraging **User Memory, Semantic Retrieval, Context Management, and AI Agents**.
- Established **Persona-Based Coaching Models** and tailored user journeys that significantly improved personalisation and coaching relevance.
- Played a key role in bridging **Product Strategy, User Needs, AI Architecture, and Engineering Execution**.

CROWDSTRIKE

Cloud Engineer | Feb 2023 – May 2025 ← **Data Engineer | Aug 2022 – Feb 2023**

- Led strategic initiatives supporting **Cloud Security, AI Asset Discovery, AI Governance, and Enterprise Cloud Visibility** across **AWS, Azure, and Google Cloud Platform** environments.
- Partnered with **Product Managers, Engineering Leaders, Designers, and Security Teams** to define requirements, prioritise capabilities, and improve customer-facing platform experiences.
- Designed and developed scalable **Cloud Asset Discovery Systems, APIs, Backend Services, and Data Ingestion Pipelines** supporting enterprise customers.
- Drove development of capabilities focused on **AI Service Discovery, AI Adoption Tracking, AI Governance, and Cloud Security Intelligence**.
- Built large-scale distributed systems enabling organisations to discover, monitor, and manage cloud and AI resources.
- Participated in **roadmap planning, technical strategy discussions, feature prioritisation, and platform architecture reviews**.

Key Achievements

- Led development of **AI Asset Discovery Capabilities** across AWS, Azure, and GCP environments.
- Built dashboards tracking enterprise adoption of **Amazon SageMaker, Google Vertex AI, and Azure OpenAI** services.
- Developed ingestion frameworks supporting multiple cloud asset categories and enabling new AI-focused platform intelligence.
- Recognised as a key contributor connecting **Customer Needs, Product Priorities, Technical Architecture, and Business Objectives**.

LACEWORK

Senior Member of Technical Staff | Jan 2021 – Jun 2022

- Developed **Cloud-Native Security Platforms** supporting vulnerability intelligence, threat visibility, cloud security analytics, and enterprise risk management.
- Designed scalable **Microservices, Data Integrations, and Distributed Systems** using **Go, Java, Snowflake, Aurora, and AWS Services**.
- Collaborated with product and engineering teams to improve **Platform Scalability, Customer Experience, Security Intelligence, and Operational Efficiency**.
- Participated in architecture discussions focused on **Reliability, Performance Optimisation, Scalability, and Platform Evolution**.

Key Achievements

- Improved performance of complex **Snowflake Analytics Workloads** through optimisation initiatives.
- Developed **Go-based Vulnerability Intelligence Services** supporting enterprise security analytics.
- Delivered integrations and reporting systems that enhanced operational visibility and customer insights.

IO-TAHOE

Java and Big Data Engineer | Dec 2018 – Apr 2020

- Developed enterprise-scale **Data Governance, Metadata Management, Data Integration, and Analytics Solutions** for Fortune 500 organisations.
- Worked directly with enterprise customers to gather requirements, understand business challenges, and translate operational needs into product capabilities.
- Built backend services, APIs, integrations, and distributed processing systems using **Java, Kafka, Spark, and HBase**.

Key Achievements

- Selected as **Lead Engineer** for multiple **Fortune 500 Customer Deployments** and mission-critical implementations.

PRECEDING ASSIGNMENTS

Barclaycard | Hadoop Developer | Wilmington, DE | Jul 2018 – Dec 2018

- Developed Hadoop-based solutions to support large-scale data processing and analytics needs. Contributed to enterprise data engineering workflows with a focus on reliability and performance.

Marlabs Inc. | Trainee Programmer Analyst | New Jersey | Jan 2018 – Jun 2018

- Supported programming and analysis work across assigned projects and internal technical tasks. Assisted with development, troubleshooting, and documentation under senior team guidance.

Open Networking Foundation (ONF) | Member of Technical Staff | Menlo Park, CA | Mar 2017 – Dec 2017

- Contributed to engineering work supporting networking and open-source technology initiatives.

University of California, Davis | Teaching Assistant | Davis, CA | Sep 2015 – Mar 2016

- Supported academic instruction, student guidance, and course-related coordination.

AppNexus | Software Engineer | Mountain View, CA | Jun 2015 – Aug 2015

- Contributed to software engineering tasks in a fast-paced technology environment.