

Hitesh Malhotra

AI Product Manager | Building & Scaling AI Ventures

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Executive Summary

Product Manager with strong experience in SaaS, EdTech and AI-driven product development. Skilled in user research, roadmaps and cross-functional delivery. Passionate about building data-driven learning products that improve user experience at scale.

Work Experience

AI Product Manager, Aavtaar.AI (Learnify Technologies Pvt Ltd) 06/2021 – Present | Noida, India

Flagship AI Venture (Aavtaar.ai) : Partnered with a team of 20 to build our core AI voice platform, *Owned PRDs, user stories, acceptance criteria, and release planning. Collaborated with engineering using Agile practices (sprint planning, backlog grooming).*

New Venture Incubation (Namoastro.com) : Led the complete product lifecycle. Conducted user research and interviews to refine product requirements. Used analytics (GA, MongoDB) to track usage and inform roadmap decisions.

Head of Operations, 04/2012 – 05/2021 | Noida, India

Transtutors Educational Services (Transtutors.com)

Head of Operations (2018–2021) Led Service Ops, GTA, and Content while also taking on product ownership for Transtutors.com. Improved the end-to-end website experience, increased operational efficiency, and scaled content operations.

Worked in **EdTech SaaS** environments serving **global (US) learners**, institutions, and B2B clients.

Team Lead (2015–2018) Managed a 24/7 global support team and oversaw operations for major US EdTech clients, improving service quality and workflow effectiveness.

Operations Associate (2012–2015) Handled student queries directly, gaining strong user insights that later informed product and operations decisions.

Education

MBA/PGDM, NIILM Centre for Management Studies, Delhi 07/2010 – 04/2012 | Delhi

B.Tech/B.E., Maharishi Dayanand University (MDU), Rohtak 07/2005 – 06/2009 | Rohtak

Core Skills & Competencies

AI & Technology

Generative AI, Agentic AI, LLMs, Voice AI, Conversational AI, NLP, AIOps

Product Management

Product Strategy, Roadmap, GTM Strategy, SaaS, Agile, UX

Business & Strategy

Stakeholder Management, B2B, Revenue Growth, Analysis, Leadership

Product & Data Tools

Figma, Draw.io, Balsamiq, Jira, Trello, Google Analytics, SQL, Python, MongoDB