AASHISH JAGINI, MBA

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Senior Product Manager - Applied AI / GenAI & Platform Products

SUMMARY

Senior product manager with 12+ years across enterprise platforms, internal tooling, and now production GenAI. Owns a multi-product portfolio - GenAI assistants, an internal enterprise marketplace, and operational tooling - across multiple engineering squads and a vendor team, driving products from strategy through launch with measurable adoption and quality outcomes. Shipped the company's first production GenAI agents, stood up the evaluation and guardrail layer that made their quality measurable, and built an agent-augmented operating model - lean, outcome-first delivery in which one PM runs many parallel workstreams at director-level surface area.

CORE COMPETENCIES

Lean Product Management (small-batch delivery, MVP scoping, waste elimination) · GenAI / LLM Product (RAG, agents, evaluation & guardrails) · LLM Quality: Eval Harnesses, Drift & Kill-Switch Design · Agentic AI Orchestration (Cursor, Claude Code, MCP) · Product Strategy & Multi-Year Roadmapping · Data-Driven PM (Snowflake, Heap, experimentation) · Cross-Team & Executive Stakeholder Leadership · Release Governance, Risk & Operational Readiness

PROFESSIONAL EXPERIENCE

Senior Product Manager - McKinsey & Company 2020 – Present

Own product strategy and delivery for a portfolio of enterprise products - an internal app/asset marketplace, enterprise GenAI knowledge assistants, a GenAI support agent, and a service-health dashboard - across two engineering squads and an offshore vendor team.

- Since Sep 2026, lead product for McKinsey's internal program that helps non-engineers build and ship their own tools safely, with guardrails for firm and client data.
- Shipped the company's first production GenAI support agent, embedded in the primary employee support channel - proven valuable enough that other flagship internal product teams requested it for their own users, expanding it to 5+ channels within months and establishing a reusable AI-support pattern other teams now build on.
- Set the 12–18 month strategic direction for the internal enterprise marketplace: a four-bet roadmap grounded in source-code and product-usage analysis with an ROI model quantifying ~8,000–12,000 hours/year of user time saved - walked through with leadership as an AI-built interactive prototype and adopted as the basis for prioritization and investment.
- Scaled an enterprise GenAI knowledge assistant to 500+ weekly active users at ~82% automated resolution, with usage growing steadily across the year - one of the company's highest-traffic internal AI surfaces.
- Stood up the GenAI answer-quality measurement the organization previously lacked - an LLM-based evaluation and sentiment pipeline that turned subjective quality debates into a tracked signal leadership now uses to steer product decisions.
- Found and closed a silent quality defect in the production support agent: a 251-case audit with a 110-question live-API replay measured a 68.3% false-deflect rate - answers were generated, then discarded in favor of a “file a ticket” nudge. Fix shipped in two days and was validated from production decision logs, recovering ~64–70% of previously auto-deflected traffic - after discarding a confounded post-fix replay rather than reporting an unearned improvement.
- Grew marketplace adoption +29% year-over-year to 11,800+ active integrations through focused roadmap and curation work.
- Eliminated the leading driver of unresolved support conversations on a key topic - a repeatable, delegated content pattern that cut its unresolved rate ~17 points in a single week and now scales across the support backlog.

- Retired a fragile in-house status-monitoring pipeline in favor of a zero-code integration, removing ongoing maintenance burden and scaling automated status coverage toward 9 products.
- Designed and shipped the team's spec-driven development system - three chained AI agent skills covering requirements authoring, backlog generation, and delivery/UAT, merged into the production monorepo - with a two-lane model that right-sizes documentation to risk, anti-hallucination requirement structure, and human approval at every agent hand-off; piloted on a single feature before rollout, where a seven-scenario walkthrough caught 12 defects pre-launch.
- Catalyzed org-wide adoption of AI-augmented product management - after a leadership-requested session, 30–50 product managers and designers adopted reusable workflows that collapsed multi-hour reporting and analysis tasks into minutes; mentored three interns to independent feature ownership and onboarded a new vendor team in six weeks.

Product Manager - Adroit Associates 2016 – 2020

Delivered technology products for large public-sector clients (city agencies across health, housing, youth services, consumer affairs, and emergency services), owning the full lifecycle from business case to deployment.

- Authored winning proposals generating $25M+ in new revenue and built the standard process for evaluating RFP opportunities by effort and revenue potential.
- Owned end-to-end delivery - business cases, project charters, risk assessments, budgeting, planning, training, and cutover - keeping deliverables on budget and on schedule.
- Rebuilt the recruiting methodology, materially improving quality of hires while increasing process efficiency.
- Translated executive and stakeholder needs into clear requirements and ensured delivery aligned to client goals.

University of Missouri 2014 – 2016

Held concurrent product, analytics, and leadership roles during MBA: led the agile/Scrum process for the business school's technology center (shipping internal web applications), drove donor-data analytics for fundraising, served as an elected graduate-student government officer (expanding department representation 30%), and was a teaching assistant for a new-product marketing course.

Early Career

Head of Operations, Venkey's Veg · Team Lead & Software Engineer, Tech Mahindra · Microsoft Student Partner

EDUCATION & CREDENTIALS

- Master of Business Administration - University of Missouri (Beta Gamma Sigma Honor Society)
- Bachelor of Technology - Jawaharlal Nehru Technological University
- Case competition honors: Monsanto/Olin Global Supply Chain & Technology (2nd Prize, 2016); Trulaske Case Competition (2nd Place + Best Individual Q&A, 2015)
- Certifications: Certified Scrum Product Owner; Certified ScrumMaster; Google Analytics

SKILLS

Product: lean product management, roadmapping, continuous discovery, experiment design & backtesting, KPI definition & analytics, agile / Scrum, release management, stakeholder management

Data & AI: SQL, Snowflake, Heap, Power BI, GenAI / LLM, RAG, LLM evaluation harnesses, guardrail & drift design, agentic AI tooling (Cursor, Claude Code, MCP)

Tools: Jira, Confluence, Slack, SharePoint, roadmap & prototyping tools