Parth Khungar

AI Product Manager · Product Lead, AI & Customer Experience

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PROFESSIONAL SUMMARY

AI Product Manager with 5+ years across machine learning (ML) research and product management. Leads product and AI for customer experience at uEngage, an omnichannel restaurant-ordering platform (App, Web, Kiosk, WhatsApp) for 190+ brands; previously founded and built **PS AnalytIQ**, a counterfeit-intelligence product, at PharmaSecure. Works end to end, from problem framing and product strategy to roadmaps, PRDs, experimentation and release, and builds with **Large Language Models (LLMs)**, **AI agents**, **Retrieval-Augmented Generation (RAG)** and **LLM evaluation**. Starts with the problem, measures before claiming, and judges AI by what it does for the person using it.

WORK EXPERIENCE

AI Product & Experience Lead
May 2026 – Present
uEngage
Chandigarh, India

Restaurant-technology company: a white-label direct-ordering platform for 190+ restaurant brands

- Own product and customer experience (CX) for every channel a diner orders through, **App, Web, Kiosk and WhatsApp**, across **190+ restaurant brands**; since joining, platform **monthly GMV +29%** and **orders +18%**.
- Shipped **uKiosk 2.0** as the first proof, solo as product manager, UX/UI designer and part-developer: a configuration-driven rebuild from scope to production in **about three weeks**, instrumented with **39 funnel events** and weekly leadership dashboards; **kiosk sales +145%** since launch, with like-for-like **conversion +4.9 points** and **average order value (AOV) +25%**.
- Introduced the product operating model as the first product hire: one intake for every stakeholder request, prioritised on customer problem and product potential, with sprint planning, **PRDs**, UAT release gates, root-cause analysis (RCA) and release notes.
- Leading AI across product and team: launched **AI picks**, a cart-completion recommendation engine live across App, Web and Kiosk that lifts **AOV +34%** where deployed; built an internal AI harness around the uEngage ecosystem and trained teams to use AI in daily work beyond code.
- Turned the UX team into product owners who define journeys, write requirements and ship code, including custom client websites; moved design to Claude Design and shifted QA from manual testing to **test automation**.
- Transitioning sales and account managers into **product solutioners**, training them in product thinking so they shape each solution around the client's problem.

Associate Product Manager
Sep 2024 – Apr 2026
PharmaSecure
New Delhi, India

Track-and-trace, serialization and product authentication for pharmaceutical manufacturers

- Founded and built **PS AnalytIQ** end to end as product manager and engineer after spotting one genuine code verified about 3,000 times: a hybrid rules-and-**machine-learning anomaly detection** engine that scores the scanners behind each code, with explainable alerts for compliance teams; **~90% less time** to surface a suspect code in testing, now in production.
- Key contact for **3 of India's 5 largest pharmaceutical manufacturers**, delivering every serialization programme on time and without error.
- Initiated and led a non-clonable anti-counterfeiting technology programme from literature review to pilot; now in initial launch, with the methodology under patent review.
- Built an in-house **natural-language query layer** so analysts can ask questions of verification data in plain English.
- Delivered an inventory management system automating operations across **6 departments** at **under 25% of the original budget**; in use since January 2025.
- Redesigned enterprise analytics dashboards, raising adoption **+50%** across 10+ enterprise clients, and led AI adoption across the organisation.

Product & Project Associate
Aug 2022 – Aug 2024
CSIR-CSIO, Govt. of India
Chandigarh, India

Central Scientific Instruments Organisation, a national laboratory of the Council of Scientific & Industrial Research

- Delivered the Tricity's first **IoT** real-time tap-water quality monitoring pilot under the **Jal Jeevan Mission**, inaugurated by the Mayor of Chandigarh; coordinated **10+ government stakeholders** and authored **10+ detailed project reports (DPRs)** for state governments.
- Showed that six established water-quality indices disagree on Indian groundwater, and co-authored a **data-driven ML framework** (clustering and ensemble learning) published in Springer's *Environmental Science and Pollution Research* (2025).

- Built hybrid **Non-Intrusive Load Monitoring (NILM)** models (classification and regression) that tell three identical air conditioners apart from a single meter with **99% accuracy**; deployed the e-Sense system across three buildings with **20%+ energy savings**, working with research partners in Germany and Switzerland.

Quality Analyst Jul 2021 – Jul 2022
Smart Energy Water Noida, India
AI-driven customer platforms for energy and water utilities

- Owned quality and release readiness for **Smart iQ**, the AI/ML analytics platform, across **10+ products**: structured validation, test coverage and defect triage cut post-deployment issues by **80%** and kept **95%+ of releases on time**.

Machine Learning Research Intern Jan 2020 – Jul 2021
DRDO (SASE), Ministry of Defence Chandigarh, India
Snow and Avalanche Study Establishment, Defence Research & Development Organisation

- Selected from hundreds of applicants; built **machine learning** models predicting avalanche-prone terrain around Drass with **95% recall**, extended into a final-year project bridging DRDO scientists and college faculty.

PROJECTS

- **Peekay, the AI agent on parthkhungar.com:** built end to end: persona, a grounded pipeline with source citations and tool use, layered guardrails against abuse and prompt injection, model selection across **12 LLMs** on cost, latency and quality, and an **LLM evaluation suite** (47 questions × 3 runs, code gates plus **LLM-as-a-judge**) that caught real failures before they reached visitors.
- **Building in the open:** 9 public AI projects on GitHub, including a multi-agent research workflow, a RAG assistant held to a golden-set evaluation suite, and a **Model Context Protocol (MCP)** tool server.

SKILLS

Product management: Product Strategy · Product Roadmap · Problem Framing · PRDs · Go-to-Market (GTM) · Product Analytics · Funnel Analysis · A/B Testing & Experimentation · Success Metrics & KPIs · Stakeholder Management · Cross-functional Leadership · Agile / Scrum · UAT & Release Management

AI & machine learning: Large Language Models (LLMs) · Generative AI · AI Agents & Agentic Workflows · Retrieval-Augmented Generation (RAG) · LLM Evaluation (LLM-as-a-Judge, golden sets) · AI Guardrails & Safety · Prompt & Context Engineering · Machine Learning (ML) · Anomaly Detection · Natural Language Processing (NLP) · Model Context Protocol (MCP) · LangChain · LangGraph · Hugging Face

Tools & data: Python · SQL · Jira · Mixpanel · Amplitude · PostHog · Figma · Claude & Claude Design

PUBLICATIONS

- Kaur, H., Bansod, B.S., **Khungar, P.** et al. Combining clustering and ensemble learning for groundwater quality monitoring: a data-driven framework for sustainable water management. *Environmental Science and Pollution Research* (Springer), 2025. link.springer.com/article/10.1007/s11356-025-36477-2
- **Khungar, P.** et al. THD-Enhanced Hybrid NILM for State Detection and Power Estimation of Similar Air-Conditioning Loads in Commercial Buildings. Under review.

LEADERSHIP & VOLUNTEERING

- **Captain, Chandigarh senior state roller hockey team (10 years):** captained the district team to 2 gold, 4 silver and 2 bronze medals at state championships and the state team to silver at the Nationals (senior category); 20+ medals across national-level competitions; felicitated every year by the Chandigarh Administration on National Sports Day.
- **Roller skating coach, Bhavan Vidyalaya, Chandigarh:** grew a school programme from 15–20 skaters to 300 students wanting to join; 10 went on to win state medals and 3 national medals.
- **Community educator, Harnoor Madhar Foundation (2020–Present):** ran weekend classes and helped get 90+ children from Jagatpura village into school.

EDUCATION

Advanced Diploma in Statistics (Distinction) 2023 – 2024
Panjab University, Chandigarh

Bachelor of Technology (B.Tech), Computer Science and Engineering 2017 – 2021
Punjab Engineering College (PEC), Chandigarh CGPA 7.7/10

Class XII and Class X (CBSE) 2015 – 2017
Bhavan Vidyalaya, Chandigarh 88.8% · 9.4 CGPA