

# Parth Khungar

## AI Product & Experience Lead

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Delhi, India

## Summary

AI Product Manager with 5+ years of experience designing and shipping AI products. Known for operationalizing AI within product organizations, owning product strategy and execution end-to-end, and bringing a deep, practical understanding of how AI works to decisions about where it creates real value. Currently lead product and customer experience for a multi-channel platform serving enterprise brands at ~₹25Cr/month GMV.

## Work Experience

### AI Product & Experience Lead

May 2026 - Current

#### uEngage, Chandigarh

- Own **product and customer experience** for uEngage Edge, a direct restaurant-ordering platform, across all **four channels** (App, Web, Kiosk, WhatsApp) for **enterprise F&B brands** (La Pino'z, Theobroma, Nik Baker's, Wow! Momo, Good Flippin' Burgers) at ~₹25Cr/month GMV. Leading a **6-person** design and quality org, rebuilding how the company operates to run **leaner and faster**.
- **Shipped the Kiosk ordering product revamp end-to-end, solo**. Audited the codebase, ran gap analysis, redesigned missing journeys, and built the prototype; now live in **30+ outlets**.
- **Streamlined how the organisation works**. Built sprint structure and the product operating model from scratch, and rolled out **AI-first workflows** across **3 functions** (Sales, Engineering, and Product) so teams ship faster.
- **Made the product team dramatically faster**. Cut design turnaround **4x (4 days to 1 per screen)** and moved QA from **manual testing to automation**, shifting both teams from manual execution to higher-value judgment.
- **Unifying customer experience across App and Web** into one consistent system, and own product strategy and release gating for **all major updates** across 4 channels.

### Associate Product Manager

Sept 2024 - Apr 2026

#### PharmaSecure, Delhi

- **Founded and owned PS AnalytIQ end-to-end**, defining product vision and roadmap; built a hybrid anomaly detection engine and an **analytics layer enabling natural-language querying** over verification data, reducing counterfeit detection and response cycles by **90%** for pharma enterprises.
- **Led AI adoption across the organization**, owning AI system design and implementation and embedding AI into core product workflows across multiple teams.
- Managed serialization compliance programs for **3 of the top 5 pharmaceutical manufacturers in India**, coordinating cross-functional teams across product, engineering, operations, and external stakeholders.
- Delivered an Inventory Management System automating operations across **6+ departments**, completed **under 25% of original budget** while unlocking operational efficiencies and new revenue streams.
- Revamped enterprise analytics dashboards, driving a **50% increase in adoption** across **10+ enterprise clients** through improved usability and insight accessibility.

### Project & Product Associate

Aug 2022 - Aug 2024

#### CSIO, Govt. of India, Chandigarh

- Led design and deployment of **AI-driven energy disaggregation systems**, developing hybrid Non-Intrusive Load Monitoring (NILM) models achieving **99%+ classification accuracy** and enabling **20%+ energy savings** through real-time feedback.
- Collaborated with **international research partners (Germany)** to adapt and operationalize NILM datasets for Indian conditions, deploying the e-Sense system across **3 climate-resilient buildings** and reducing energy usage and unplanned outages.
- Published AI-based groundwater quality monitoring research in **ESPR (Springer, 2025)**, directly informing system design decisions under the Jal Jeevan Mission.
- Owned end-to-end delivery of **Tricity's first IoT-enabled water quality monitoring system**, coordinating across engineering teams and **10+ government stakeholders**; authored **10+ DPRs** for planning, approvals and deployment.

## Quality Analyst

Jul 2021- Jul 2022

### Smart Energy Water, Noida

- Owned quality and release readiness for **10+ smart utility products**, designing structured validation, test-coverage, and defect-triage workflows that reduced post-deployment issues by **80%**.
- Drove **95%+ on-time releases** across multiple deployments through rigorous UAT sign-offs and early identification of system and usability gaps.

## Research Machine Learning Intern

Jan 2020- Jul 2021

### DRDO, Ministry of Defense, Govt. of India, Chandigarh

Developed and optimized **machine learning models** for terrain risk and hazard prediction, achieving **95% recall** to support operational safety planning in high-risk defense regions.

## Relevant Skills

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### Product and Strategy

AI Product Roadmapping | Problem Framing | Stakeholder Management | Cross-functional Leadership | Data-Driven Decision Making | Go-to-Market Strategy | PRD Development | UAT and Release Management

### AI, ML & Intelligent Systems

Large Language Models (LLMs) | Generative AI | (RAG) | AI Agents and Agentic Workflows | Anomaly Detection | Context Engineering | Model Evaluation and Experimentation | Prompt Engineering | Feature Engineering | AI Ethics and Responsible AI | LangChain | LangGraph | Hugging Face | Decision Intelligence

## Publications and Certifications

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**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 (ESPR), Springer, 2025**

[link.springer.com/article/10.1007/s11356-025-36477-2](https://link.springer.com/article/10.1007/s11356-025-36477-2)

## Leadership & Social Impact

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- State, District & National Roller Hockey Captain (2015–Present):**  
Captained District team to 2 Gold, 4 Silver, and 2 Bronze medals at State Championships; captained State team to Silver at Nationals (senior category); 20+ medals across national-level competitions.
- Community Educator — Harnoor Madhar Foundation (2020–Present):**  
Initiated and scaled a weekend education program for underprivileged children; enabled school enrolment for **60+ students** through fundraising and community partnerships.
- Fest Operations Lead — PEC Fest:** Led printing and stationery operations for the college's flagship event, managing vendor coordination, budgeting (**₹5 Lakhs**), and on-time delivery.

## Education

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### Advance Diploma in Statistics(Distinction)

2023- 2024

Punjab University, Chandigarh, India

### Bachelor of Technology in Computer Science and Engineering

2017- 2021

Punjab Engineering College, Chandigarh, India

CGPA: 7.7/10

### Class X & XII: All India Senior School Certificate Examination

2015- 2017

Bhavan Vidyalaya, Chandigarh, India

9.4 CGPA & 89%