Madhav Somanath

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Product manager for data and AI products, with 3+ years at Shell, GE Vernova and EY. Took enterprise platforms from user research to launch across 3 regions and 7 business units. Hands-on with AI agents, RAG, LLM evals and guardrails. MBA, PSPO I.

PROFESSIONAL EXPERIENCE

Product Analyst, Shell 05/2024 – Present | Bengaluru, India

- Defined requirements and 15 core KPIs for Shell's unified EV charging data platform across the US, EU and Malaysia, turning 3 business team user interviews into specs for a cross-functional dev team.
- Leading a 6-member team retiring 12 legacy EV charging dashboards, choosing cuts from Power BI and Databricks usage data and user interviews; 7 retired so far, on track to cut platform cost by 20%
- Cut quarterly review cycle time 40% and plan-to-act time 25% across 7 business units by moving the upstream strategy and planning CIO quarterly review onto an AI agent workflow, giving leadership same-day program KPIs insights
- Built a Databricks Genie agent that flags data failures the same day instead of 2–3 (average) days later, checking pipelines hourly and sending teams likely causes and fixes; top 3 of 18 teams in Shell's AI hackathon, approved for wider rollout
- Launched an executive risk resource and utilization dashboard adopted by 70+ global project leads in 90 days, removing ~300 manual hours a year, after 5+ discovery sessions with risk and business leads

Product Management Intern (GE DTLP), General Electric - Vernova 05/2023 – 07/2023 | Bengaluru, India

- Cut SOP search time by 60% for 120+ compliance engineers by scoping a RAG chatbot MVP from 8+ user interviews
- Reduced support tickets by 83% and raised CSAT 15 points in a 300-user pilot by adding in-app guidance step for internal ERP application where 7,000+ users dropped off, found through 12+ interviews and usage data

Associate Analyst, Ernst & Young, GDS 04/2021 – 05/2022 | Kochi, India

- Cut reporting cycle time 80% for a Fortune 500 client by automating processes in Python across 10-month engagement
- Kept zero SLA breaches with an escalation playbook leadership adopted; won the GDS Client Recognition Award

SKILLS

- **Product:** PRDs, roadmapping, prioritization, user research, product metrics, OKRs, A/B testing, Agile/Scrum
- **Data & AI:** SQL, Python, Power BI, Databricks | LLM evals, RAG, AI agents, guardrails
- **Tools & Platforms:** Jira, Confluence, Azure DevOps, Figma, Claude Code

PROJECTS

SentinelAI – Governance Gateway for Enterprise LLMs, AI security, evals, Python, FastAPI

Tripled attack detection (21% → 62%) keeping wrongly blocked normal prompts at 6%, by building a 200-prompt eval set and adding an open-source injection classifier; risk teams change policies without a deploy, and every decision is audited

Sector – Weekly Planning App, Discovery, PRD, metric design

Built the case from evidence: user-forum findings, 2 published studies, and a 5-app gap analysis; Wrote PRD and metric tree (north star: 70% weekly completion by week 4, plus activation and retention guardrails) and shipped an installable app

Tierwise - Jira app for EU AI Act risk, Atlassian Forge

Assigns each AI system (grouped tickets) a risk tier from 6 questions and blocks high-risk tickets from closing until evals (accuracy, hallucination, bias, human override) pass; one register tracks every system's tier and review date

CERTIFICATIONS

Professional Scrum Product Owner (PSPO 1), Scrum.org, 2025, Artificial Intelligence and Machine Learning - Advance, IBM, 2021

EDUCATION

Master of Business Administration, Operations & Data Science, NMIMS, Mumbai 08/2022 – 03/2024 | Mumbai, India

- President, Sports Committee: led a 30-member team and ₹4.5L budget for 3+ events with 2,000+ students

Bachelor of Technology, Electronics & Communication Engineering 06/2016 – 03/2020 | Trivandrum, India

Government Engineering College, Trivandrum

- Intern, VSSC (ISRO): built deep-space noise reduction simulations; Vice-Chair, IEEE Computer Society (60+ members)

COMMUNITY & RECOGNITION

- Runner-up, PM School Live Challenge: redesigned Zerodha's investor-facing MVP with a prioritized roadmap
- Volunteer: delivered e-governance, feasibility and outreach projects for 3 NGOs via a 3,000+ member network