

SEMMAL PALANISAMY

Technical Product Manager — AI Products · LLM, RAG & Agentic Systems · Platform & Growth

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SUMMARY

Technical Product Manager with 7+ years shipping zero-to-one products, including LLM products in production: a GenAI analytics layer that cut operations reporting from days to hours for a 3,400-location supply chain, and a RAG compliance agent with human-in-the-loop review for US K-12 institutions. Engineer turned PM: I own the problem framing, the AI quality bar, the roadmap and the success metric, and I can prototype and review architecture myself, so decisions move at the speed of evidence. Track record of business impact: +22% MRR, a new transaction-fee revenue stream, +30% enterprise adoption.

CORE COMPETENCIES

AI product	LLM product strategy · evaluation frameworks and output-quality bars · RAG · agentic and function-calling workflows · human-in-the-loop design · prompt design · AI trust, traceability and compliance
Product management	0→1 ownership · discovery and problem framing · roadmap strategy · PRDs and specs · RICE prioritization · success metrics · A/B testing · GTM · stakeholder management
Technical depth	Python, FastAPI, PHP/Laravel · REST APIs and microservices · system architecture · multi-tenant SaaS · Stripe Connect payments · SSO / RBAC · SQL
Tools	LangChain, LangSmith, OpenAI and Claude APIs · Mixpanel, Google Analytics · Jira, Linear, Notion, Figma, Retool, Postman

EXPERIENCE

Trigent Software

Remote, India · Oct 2024 – Present

Senior Software Engineer & Technical Product Manager (AI products, client engagements)

CanPrev: health & wellness supply chain, acquired by Apotex (Feb 2025) · Sep 2025 – Present

- **Cut operations reporting from days to hours** by defining and shipping a GenAI analytics layer that turns shipment, inventory and fulfillment data into natural-language insights for operations and finance, replacing spreadsheet reporting across ~3,400 locations.
- **Set the quality bar for AI outputs** (accuracy, freshness, traceability to source data) and built validation checks so stakeholders trust AI summaries without re-verifying the numbers.
- **Prioritized with RICE and direct input from ops and finance leadership**, translating logistics and reporting needs into scoped deliverables and success metrics.
- **Owned the inbound/outbound shipment platform end to end:** wrote the specs and roadmap, and architected FastAPI microservices for shipment-event processing integrated with the Laravel core.

Public School Works: K-12 EdTech compliance platform · Oct 2024 – Sep 2025

- **Reduced manual compliance-document review** with “Compliance Copilot”, a RAG agent that extracts and classifies regulatory clauses via an LLM parsing pipeline, with retrieval grounded in the source document so outputs are traceable and auditable.
- **Designed the human-in-the-loop policy**: routine clause classification handled autonomously by function-calling workflows, ambiguous and high-risk cases escalated to compliance reviewers; modular configuration insulated the core platform from regulatory changes.
- **Increased engineering throughput 50%** by standardizing data-backed PRDs with strict edge-case definitions and AI-assisted documentation, cutting mid-sprint rework.
- **Reduced technical debt 30% and improved NPS** by defining and executing a “Stability First” roadmap, including a cross-functional workflow performance audit that protected enterprise retention.

Omnify

Bengaluru, India · Feb 2021 – Oct 2024

Senior Software Engineer & Technical Product Manager, Growth & Core Platform

- **Drove +22% MRR within two quarters** by owning the native Zoom integration from zero to one, product and engineering, capturing post-pandemic demand.
- **Created a high-margin transaction-fee revenue stream and lifted ARPU/upsell conversion 18%** by moving global merchants to native checkout on Stripe Connect (Omnify Payments).
- **Protected customer LTV** with a wallet-based refund system (Omnify Credits) and automated fraud-pattern detection.
- **Unlocked +30% enterprise adoption across US and APAC** with multi-tenant SSO and granular role-based access control.
- **Cut activation drop-off 40% and improved Day-1 retention** by redesigning first-time onboarding from Mixpanel cohort analysis.
- **Reduced client onboarding time 60%** by unifying support tooling and automating first-response triage.

Freelance

Coimbatore, India · May 2019 – Jan 2021

Full-Stack Engineer & Product Lead

- **Owned the full lifecycle of 15+ digital products** for retail and service businesses (discovery, architecture, build, launch) as sole engineer and product decision-maker.
- **Cut manual operational overhead 40%** for retail clients with an inventory-synchronization engine using rules-based demand logic.

SELECTED CASE STUDIES

CanPrev GenAI analytics for a 3,400-location supply chain: quality bar, validation, days → hours

Public School Works Compliance Copilot: RAG agent with human-in-the-loop escalation

Omnify Native Zoom integration: +22% MRR in two quarters

Concept Eval-first launch plan for an AI support-triage agent (spec work)

EDUCATION

B.E., Computer Science and Engineering · APGI, affiliated with Anna University, Coimbatore, India · 2019