

ARVIND RAMACHANDRAN

Product & Strategy Leader | Founder & Product Owner | FinTech & AI-Led Platforms | Ex-IBM

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Certified SAFe® Practice Consultant
SPC 6



MBA, IIM Kozhikode
Strategy & Marketing

Design Thinking & Innovation Masterclass Series
Stanford | Center for Professional Development



Agentic AI & Applications
Professional Certificate
Programme

PROFILE

Commercially-driven product and strategy leader who has both founded and owned a product end-to-end and carried enterprise P&L at scale. As Founder & Product Owner of a healthcare platform (Aredvi), owned the product (roadmap, prioritization, feature scope) and the full commercial model (pricing, GTM, revenue) through MVP. Earlier, owned technology portfolios up to EUR 30M with full P&L accountability. Currently coaching product management and operating-model change at a large FinTech organization. MBA from IIM Kozhikode. Recently built a hands-on agentic AI product — an IT Operations Copilot built on an LLM — bringing first-hand AI/LLM capability directly relevant to AI voice, analytics, and workflow platforms. Seeking a hands-on ownership role driving product-to-revenue execution.

WHAT I BRING TO THIS ROLE

- **Founder-level product & commercial ownership:** Founded a healthcare platform and owned it end-to-end — product roadmap, prioritization, and feature scope across mobile and web, plus the full commercial side (pricing, GTM, revenue model) through MVP.
- **Product-to-revenue at scale:** Held full P&L accountability for enterprise portfolios up to EUR 30M; consistently tied delivery decisions to revenue, margin, and customer outcomes.
- **FinTech & enterprise exposure:** Have coached and advised FinTech, banking, and financial-services organizations through product and operating-model change — currently embedded as a coach in a large FinTech — alongside extensive enterprise delivery across regulated industries.
- **Enterprise solutioning:** Led solution design and requirement translation across enterprise delivery engagements; advised client leadership up to MD and board level.
- **Hands-on AI capability:** Built an agentic IT Ops Copilot (LLM tool use, RAG, conversational memory) — directly transferable to AI voice agents, agent copilots, and conversation intelligence.
- **Product discipline at scale:** Trained and coached Product Owners, Product Managers, and Scrum teams; can build prioritization-by-value and product-management discipline into a scaling team.

EXPERIENCE

Founder & Product Owner — Aredvi (Healthcare Platform) | Independent Venture 2015 – 2017

- Founded the venture and owned the product end-to-end — roadmap, prioritization, and feature scope — across mobile and web applications, from concept and design through a working MVP.
- Owned the full commercial model: pricing strategy, go-to-market approach, and revenue design.
- Made the build, scope, and prioritization calls directly, balancing product vision against cost and time constraints.

Strategy & Transformation Consultant (Independent) | Self-employed 2015 – Present

- Currently coaching product management at a large FinTech organization on effective prioritization across multiple stakeholders with competing, conflicting demands.
- Advised the organization's leadership on shifting from per-hour custom 'service delivery' toward a scalable platform model — recommending customer-journey mapping and value-stream identification to surface pain points and refocus on value, and reorganizing delivery teams around solutions and value rather than capability silos.
- Led solutioning and requirement translation for enterprise engagements across FinTech, Banking, and Energy.
- Architected IT strategy and business-process re-engineering for a major manufacturer, reporting to the MD and presenting to the board.
- Defined and ran metrics frameworks (OKRs, value/outcome tracking) to tie delivery decisions to business performance.
- Trained and coached Product Owners, Product Managers, Scrum Masters, and delivery teams on product ownership, prioritization, and value delivery.

- Established Communities of Practice and facilitated workshops on business strategy, business agility, and value-stream mapping for enterprise teams.

Program / Delivery Manager | IBM 2003 – 2015

- Owned commercials and delivery for technology portfolios up to EUR 30M across global FMCG and manufacturing customers, with full P&L accountability.
- Translated complex enterprise client requirements into delivery roadmaps and solution designs across ERP, SAP, and enterprise platforms.
- Revitalized and stabilized underperforming engagements, executing seamless transitions and improving delivery economics.
- Secured executive buy-in for new ways of working and drove change management for a global FMCG customer.

Project Lead / ERP Consultant | Multiple Organizations 2000 – 2003

- Led enterprise platform implementations for a global automotive MNC and a major trade-show organization; ran pre-sales for a technology startup, helping establish market presence.

ERP Consultant / Lead | IBM 1995 – 2000

- Delivered enterprise implementations and business process re-engineering across multiple industry verticals.
- Designed and led the development of an Indian Taxation module for QAD/MFG-PRO — integrated it into the ERP and rolled it out across implementations (1996–1997).

AI & RESPONSIBLE AI

- **IT Operations Copilot (Capstone):** Built an agentic AI product using LLM tool use, retrieval-augmented generation, and conversational memory, with the orchestration and guardrails that decide what the agent does and where it defers to a human. The same architecture that powers an AI voicebot or a human-agent copilot.
- **Responsible AI:** Designed bias, privacy, and compliance safeguards for an AI assistant in a regulated context; treat responsible AI as a product requirement — directly relevant to RBI fair-practice norms and DPDP for AI in lending and collections.

EDUCATION & CERTIFICATIONS

- **Professional Certificate in Agentic AI and Applications – IITM Pravartak (IIT Madras), 2026**
- MBA (Strategy & Marketing) – IIM Kozhikode, 2022
- SAFe Practice Consultant (SPC 6) – Scaled Agile, Inc.
- Design Thinking & Innovation – Stanford Center for Professional Development
- B.E. Computer Engineering – Madurai Kamaraj University, 1993

SKILLS

- **Product:** Product ownership (roadmap, prioritization, feature scope), product strategy, requirement-to-solution translation, agile delivery (Scrum/SAFe)
- **Commercial:** P&L ownership, pricing & GTM strategy, unit economics, budgeting & cost management, pre-sales & solutioning
- **AI:** Agentic AI, LLMs, tool use, retrieval-augmented generation (RAG), prompt engineering, responsible/compliant AI
- **Industries:** FinTech, Banking, FMCG, Manufacturing, Energy, Automotive (via consulting, coaching, and delivery engagements)