

# Sagnik Chakraborty

AI/ML Product Manager · Currently leading Workhuman iQ

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## SUMMARY

AI Product Manager with 6+ years of experience building and scaling AI, ML, and Generative AI products in enterprise SaaS. Proven track record of translating complex problems into production-ready solutions that drive measurable business impact. Currently leading Workhuman iQ, delivering AI-powered products including predictive analytics, skills intelligence, and conversational AI assistants for global enterprises. Dual Master's in Artificial Intelligence and Business Management.

## EXPERIENCE

**Workhuman** — AI/ML Product Manager

Mar 2025 — Present

- Own product strategy, roadmap, and delivery for Workhuman iQ, an enterprise AI platform delivering actionable workforce insights.
- Led development and launch of high-impact AI products, including: Skills Intelligence (extracts and maps skills from peer recognition data using NLP/LLMs); AI Assistant (conversational interface for workforce insights and analytics); Inclusion Advisor (AI-driven DE&I recommendations); Retention Graph (predictive analytics for attrition risk); Future Leader Model (advanced AI model identifying high-potential talent — current focus).
- Embedded responsible AI practices, including data privacy, ethical AI usage, and bias awareness in workforce analytics.
- Led end-to-end delivery of AI solutions from ideation → experimentation → production deployment.

*LLMs · Responsible AI · Workforce Analytics · Predictive ML*

**Laya Healthcare** — AI Product Manager · Contract

2024

- Led development of an AI-powered claims processing solution using OCR and computer vision.
- Enabled users to upload claim documents via mobile app, automatically extracting key information for faster claim assessment.
- Reduced manual processing effort and improved turnaround time for insurance claims.

*Computer Vision · OCR · Mobile*

**AMCS Group** — Gen-AI Product Owner

Feb 2024 — Jun 2024 · Limerick, Ireland

- Lead AI Innovation: Spearhead the integration of AI-driven features into AMCS software products, aligning with business goals and setting industry benchmarks.
- Craft & Refine User Stories: Develop compelling user stories, driving refinement with development and UX teams to ensure top-tier AI solutions, adhering to Scrum practices.
- Collaborate & Shape Vision: Partner with cross-functional teams to define the AI product roadmap and design user experiences that push boundaries.
- Prioritise for Impact: Prioritise AI feature development based on business impact, user needs, and strategic goals.
- Achievement: Led development of a GenAI-powered conversational interface trained on product documentation, improving user self-service and reducing support dependency.

*GenAI · Roadmap · Scrum*

**AMCS Group** — Product Owner

Jan 2023 — Feb 2024 · Limerick, Ireland

- Owned backlog, sprint planning, and delivery for SaaS products in an Agile environment.
- Collaborated with engineering and UX to deliver AI-powered features.
- Prioritized features based on business impact and user needs.
- Achievement: Successful development of a Generative AI feature as part of our SaaS product for retrieval, computation, and presentation of complex ERP data through a user-facing intuitive chat interface — Winner, Global Innovation Conference 2023.

Agile · SaaS · ERP

**AMCS Group** — Business & Data Analyst

Jan 2022 — Jan 2023 · Limerick, Ireland

- Identification of actionable data points, automated data extraction, and development of processes to generate business-critical insights.
- Achievement: Ideated and implemented process optimisation and automation, significantly reducing resource and time consumption in one process from approximately 30 days to 3–5 seconds, while achieving higher accuracy.
- Recognised with “The Most Insightful Innovation Award” at the Global Innovation Conference 2022.

Automation · Analytics

**Abtran** — Income Assessment Analyst

Jun 2021 — Dec 2021 · Sligo, Ireland

- Ran financial/revenue analysis on applications for Ireland’s National Childcare Subsidy, applying compliance rules of the National Childcare Scheme end-to-end.

Data Analysis · Compliance · Public Sector

**Photonomi Global Group** — Business Strategy Intern

Feb 2020 — Jul 2020 · Mayo, Ireland

- Drafted strategy recommendations grounded in People Analytics — surfacing organisational bottlenecks and growth levers for leadership.

Strategy · People Analytics

**BYJU'S (Think & Learn Pvt. Ltd)** — Business Operations Analyst

May 2018 — Aug 2019 · India

- Built a data-driven sales operations system inside an Agile environment at one of the world’s largest ed-tech SaaS platforms — measurable lifts in CSAT, retention and re-subscription.

Sales Ops · Agile · SaaS

**Capsule Project** — Founder & Team Lead

Dec 2016 — Nov 2017

- Founded and led an R&D start-up in sustainable surface energy harvesting, spun out of the award-winning 2013 invention “Electricity from Traffic”.

Founder · CleanTech · R&D

**EGlobetech India** — R&D Intern

May 2017 — Jun 2017

- Optimised EMG signal recognition for limb movements using ML in R and Python — the first ML model I shipped.

Machine Learning · EMG · R · Python

**EDUCATION**

**Dublin City University**

MSc Computer Science, Artificial Intelligence  
2022 — 2024

**NUI Galway · J.E. Cairnes School of Business**

MSc Strategy, Innovation & People Management (CIPD)  
2019 — 2020

**KIIT University**

B.Tech, Information Technology  
2014 — 2018

**AWARDS & RECOGNITION**

- Most Insightful Innovation Award — Global Innovation Conference 2022 & 2023
- Top 90 finalist, Google Science Fair 2013 — “Electricity from Traffic”
- Top 15, Science in Action Award — Scientific American (GSF 2013)
- 2nd Prize, Eagle Nest National Competition (NHRD × Schneider) — “CAPSULE”