Neeraj Kumar | +91 7022359474 kneeraj.com | GitHub Profile | kn.neeraj.89@gmail.com

EDUCATION

Indian School of Business, PGP	2019-20
BITS Pilani, Information Systems	2008-12

WORK EXPERIENCE — 11 years

PRODUCT MANAGEMENT

BrowserStack, Principal PM, AI Platform, App-Automate & App A11y — May'20–Apr'24; Jun'25–Present

Led multiple charters across AI Platform and App Automate, BrowserStack's fastest-growing product; launched two 0–1 products: App Accessibility ($4.5M ARR) and App Performance Testing.

Current Charter: Principal PM, AI Platform & Enterprise Deployment

Leading BrowserStack's central AI Platform powering 30+ agents across 8 product lines, serving ~5K paid accounts and 50K+ weekly agent sessions and $5M+ attributed revenue

- Building the core **Agent Harness & Runtime** with primitives: Skills, Memory, Enterprise Knowledge Base & Hybrid Search, MCP connectors, sub-agent orchestration, sandboxed execution, and context compaction
- Established the **Evals & Observability stack** with benchmark datasets, trace-based evals, task success metrics : task success rate;failure modes, latency metrics : TTFT ; Turn latency, CSAT
- Built **Enterprise Governance & Security primitives** including model control: BYOK/BYOM, RBAC, PII & sensitive data control
- **Launched flagship agents** across Mobile NL Authoring, Test Case Generation, Failure Analysis & Remediation, reaching ~4.8K active and ~1.7K adopted accounts

Charter: Principal PM, App Automate (1x-10x) & App A11y (0-1 product)

Project 1: Drove 300% ARR growth ($5M to $20M) in 3 years for App Automate product :

- **Improved sales funnel conversion by building key differentiators:**
  - Launched key app testing features for banks & media companies (a key segment) : Biometrics & Camera testing feature (QR code & Check scanning) on BrowserStack's mobile device cloud, audio output & audio injection features on the cloud to support voice-based payments
- **Achieved 2X MAU & 20% increase in monthly tests run per customer:**
  - Improved device & OS fragmentation coverage by supporting beta OS versions & minor iOS versions
  - Reduced new device & OS TTM by launching device regulators feature
  - Developed critical features such as network simulation and offline scenarios
  - Improved debugging experience through access to device logs, iOS crash logs and Android logcat
- **Improved NPS by 20 points (-15 to 5) via improved stability & performance:**
  - In-depth analysis of NPS detractors and 1300 Support Tickets to diagnose problems in Stability & Performance
  - Improved Test execution stability by improving video logs stability, inconsistent device configurations, and intermittent network issues on cloud devices
  - Improved test execution performance by 10% by launching "Test chaining feature" which caches and reuses devices and scaling it to 10% of active user base

Project 2: Launched (0-1) & scaled App Accessibility Testing to 5000+ active groups & 75K tests per month, generating $4.5M+ ARR with 43 NPS score in 2 years

- Conducted preliminary customer and market research to define key hypotheses and outlined Alpha & Beta milestones
- Acquired specialized mobile app accessibility domain knowledge to develop a proprietary accessibility rule engine from scratch
- Built E2E testing platform with key capabilities: automatic A11y issue detection, AI-assisted remediation guidance, testing on BrowserStack real-device infrastructure, and reporting

Awards & Recognition

- Fast-track 3 promotions: Early promotion from Associate PM to PM-I in 2021 (within 11 months). Promoted to PM-II in 2022 and then to Principal PM in 2023 based on performance review
- Awarded "AI Champion" for deep AI expertise and driving AI adoption across the company
- Consistently rated 4 (exceeds expectations) in performance reviews

Freshworks, Staff PM, Developer Platform & Developer Copilot — Apr'24 - June'25

Charter : Leading Build Experience & AI Coding Agent (0-1 product) for Freshworks Developer Platform & Marketplace

Project 1 : Built Developer AI Agent from scratch (0-1) scaling to 100+ MAU with 553 marketplace apps built while driving 4X developer productivity & reducing time-to-publish (YouTube Channel)

- Launched Conversational AI Assistant which generates platform code, fixes errors, and provides instant answers to platform development questions driving 5000+ prompts MoM with 72% code acceptance rate & 65% positive feedback rate
- Launched Idea to app with an AI-guided workflow to build integration & customisation Freshworks apps, powering 100+ marketplace apps while reducing time-to-publish by 75% (Avg. 4 weeks to 1 week)
- Launched AI-assisted App Migration Engine that analyses legacy app code and migrates outdated code to new platform versions. 50+ apps migrated so far with 86% productivity (Reduced from 1 week to 1 day)

Awards & Recognition

- Earned Silver Award for outstanding contribution in AI & innovations space within Freshworks Platform
- Represented the product in React Nexus conference & Freshwork's partner summit in EU & UK

ENTREPRENEURSHIP

Opsgain Pvt. Ltd. | Co-Founder & Software Architect **Mar'16-Mar'17**

IoT SaaS start-up focused on anti-theft packaging and enterprise SaaS solution to prevent e-commerce pilferage

- Developed mobile app for anti-theft packaging product with weight calibration, and Bluetooth communication
- One of the first startups to be selected for NASSCOM 10K Startups warehouse Noida Facility

SOFTWARE DEVELOPMENT

Signeasy Pvt. Ltd. | Software Engineer (iOS Mobile App lead) **Nov'14- Feb'16**

Bootstrapped e-signature B2C SaaS startup serving 5M+ users, graduated from Microsoft Accelerator

Project 1: iOS App featured worldwide by Apple leading to 50% growth in page impressions and 20% growth in app installs

- Developed a new device-agnostic app and used supported iPad's latest multitasking feature
- Developed iOS app with core e-signature feature to become only Indian app to come pre-installed in 400+ Apple Store devices

Project 2: Improved pricing page conversion by 15% through UX improvements & reducing crashes

- Reduced in-app purchase flow crashes by identifying key issues through analytics
- Built A/B testing feature for different pricing page designs and copy

EXTRA-CURRICULARS

- Conducted code camp for 50 underprivileged girls in collaboration with Girls Code Camp & Stanford, in Vizag, India
- Hacking ideas with Claude & Codex on agent skills, tools, & apps https://github.com/kn-neeraj
- Technical blogs on Harness, Openclaw, & AI learnings : https://www.kneeraj.com/posts