ROHIT REDDY TIPPANI

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Rohit Linkedin Profile

PROFESSIONAL SUMMARY :

AI Product Leader with 12+ years of experience defining product strategy and building 0→1 AI-powered platforms across consumer technology and financial services. Proven track record of translating advances in LLMs, retrieval, reasoning, evaluation, and AI safety into production systems operating at internet scale. Partner closely with Engineering, AI Research, Data Science, Design, and Operations to deliver AI products that improve customer experience, automate complex workflows, and drive measurable business impact.

SKILLS

AI & Machine Learning: Large Language Models (LLMs), Generative AI, Retrieval-Augmented Generation (RAG), Agentic AI, AI Evaluation, AI Safety, Prompt Engineering, NLP, Machine Learning, Deep Learning

AI tools: Claude Code, Codex, Copilot, Cursor, Replit, Lovable, Manus, n8n

Product: Product Vision, Product Strategy, Roadmapping, Technical Product Management, AI Product Management, Cross-functional Leadership, Experimentation, A/B Testing, Product Analytics, Metrics, Go-to-Market

Programming: Python, SQL, R

Cloud & AI Platforms: AWS, SageMaker, Azure, Google Vertex AI

Data & Analytics: Spark, Hive, Pinecone, Neo4j, Tableau, Power BI, Splunk

WORK EXPERIENCE

Meta Platforms, New York, United States **07/2022 – Present**

Staff Technical AI Product Manager, AI Solutions and Automations (ASA)

- Defined product vision, roadmap, and phased rollout strategy for Meta AI Support Assistant (MAISA), Meta's flagship AI-powered customer support platform. Scaled AI-assisted support coverage from 30% to 80%+ across Facebook and Instagram, serving 100M+ daily users while establishing the foundation to expand to 500M+ users.
- Owned the roadmap for Meta's LLM-powered customer support platform spanning retrieval, reasoning, orchestration, and intent understanding. Balanced model quality, latency, engineering complexity, customer experience, and operational cost to reduce case misrouting by 30%, shorten resolution time by 6–12 hours, and reduce escalations by 25%.
- Led product strategy for AI integrity systems powering customer support decisions across 3.7B+ users. Partnered with Applied Science and Engineering to translate ML advances into scalable detection, classification, and enforcement capabilities that improved precision, reduced false-positive enforcement by ~90%, and lowered review costs by ~$30M annually.
- Built Meta customer support end-to-end AI evaluation platform spanning golden datasets, human evaluation, LLM-as-judge, safety benchmarks, offline evaluation, and production quality monitoring. Established scalable release gates that accelerated experimentation, improved model reliability, and increased confidence in customer-facing AI launches.
- Led and mentored five Product Managers while driving alignment across Product, Engineering, Applied Science, Design, Data Science, and Operations. Influenced senior leadership on roadmap prioritization, technical tradeoffs, investment decisions, and launch readiness across multiple AI platform investments.
- Partnered with ML researchers and engineers to productionize advances in LLMs, retrieval-augmented generation (RAG), agentic workflows, and AI evaluation infrastructure, balancing technical feasibility, latency, cost, and customer experience across multiple production AI systems.

BlackRock Financial Management, New York, United States **09/2021 – 07/2022**

Product Manager, Aladdin Risk Analytics

- Drove product strategy for Aladdin's enterprise risk analytics platform, enabling institutional investors to perform scenario analysis, stress testing, and portfolio optimization across fixed-income assets representing ~$2B AUM.
- Led the 0→1 expansion of mortgage risk analytics across Mortgage Servicing Rights (MSRs) and agency MBS by building reusable scenario modeling capabilities that improved portfolio decision-making, risk transparency, and hedging effectiveness.
- Owned the roadmap for scalable portfolio risk analytics spanning stress testing, scenario analysis, duration, convexity, and portfolio decomposition. Partnered with quantitative researchers and engineering to deliver reusable analytics infrastructure powering institutional investment workflows.
- Integrated ESG and climate risk into Aladdin through reusable platform capabilities supporting climate-adjusted portfolio construction, scenario analysis, and regulatory reporting for 100+ institutional clients.

Ernst & Young U.S LLP, New York, United States **03/2018 – 09/2021**

Data Analytics & AI Manager, Wealth and Asset Management Products

- Owned product strategy for an AI-driven regulatory reporting platform, translating complex compliance requirements into scalable enterprise workflows that reduced prospectus delivery failures by 98% and improved reporting reliability.
- Defined the roadmap for enterprise AI data modernization, delivering knowledge graph-powered lineage and transparency capabilities that consolidated 2,500+ data processes while improving auditability, operational efficiency, and enterprise decision-making.
- Led product strategy for ML-powered trade surveillance capabilities, prioritizing detection models that improved alert precision, reduced false positives by 40%, and lowered soft trade block rates from 30% to 12%.
- Owned product delivery for an AI-powered anomaly detection platform supporting pension data migration ahead of SEC inspection, prioritizing high-risk detection workflows that mitigated more than $10M in regulatory exposure.
- Led an AI-enabled revenue recovery initiative by identifying billing inconsistencies from regulatory changes and redesigning workflows with embedded AI validation logic. Recovered $70M in revenue leakage and strengthened pricing integrity.

- Defined GTM positioning for enterprise AI analytics suite leveraging ML, NLP, and knowledge graph technologies; shaped RFP narratives, product messaging, and solution positioning to accelerate adoption of next-generation analytics capabilities.
- Managed eight consultants while leading cross-functional execution across Product, Engineering, Design, Data Science, and Data Engineering, improving execution predictability across multiple enterprise AI initiatives.

AT Kearney, Pittsburgh, USA **08/2017 – 12/2017**

Student Consultant

- Analyzed ~500K+ vehicle entries/movements for a major U.S. national park using Tableau and Python to define constraints for a capacity optimization model addressing congestion and throughput bottlenecks.
- Designed and developed an Python-based optimization model to simulate vehicle flow across entry points, visitor segments, and internal road networks, enabling end-to-end quantification of traffic distribution and system-level capacity utilization.
- Identified and recommended operational levers (parking duration optimization and improved turnover at high-demand locations), reducing parking congestion by ~10% and increasing overall park capacity based on model-driven scenario analysis.
- Awarded Best Project among 20 teams for delivering data-driven, actionable recommendations to a park conservancy board, directly informing strategies to improve visitor flow and alleviate systemic traffic congestion.

Aristeia Capital LLC, New York, USA **06/2017 – 08/2017**

Financial Data Analytics Intern

- Built ML classification models to evaluate the attractiveness of new securities, improving screening accuracy by ~15% and enabling faster portfolio decisioning.
- Developed Tableau-based portfolio risk monitoring dashboards used by ~15 portfolio managers and traders across ~10 Aristeia Capital funds. Consolidated research signals into real-time risk metrics to improve investment decision-making speed and visibility.
- Built a Python-based tracking system for investment research and portfolio workflows, reducing manual tracking effort by ~30% through automated performance signal monitoring and operational health visibility.
- Automated identification and evaluation of new trade opportunities by building a Python- and SQL-driven securities issuance calendar, streamlining investment opportunity discovery and improving trade ideation workflow efficiency by ~30–40%.

JP Morgan Chase & Co (JPMC), Hyderabad, India **07/2014 – 07/2016**

Consumer Banking Technology Analyst

- Improved consumer banking application reliability by 10pp by identifying and resolving mission-critical production defects through Splunk-based log analysis. Reduced customer-impacting incidents and improved service stability.
- Drove application performance improvements by analyzing operational telemetry using Tableau and Excel, implementing system optimizations that improved responsiveness and stability by ~10–20%.
- Optimized release and deployment workflows across multiple consumer banking applications, reducing deployment time by ~2 hours and accelerating delivery velocity while maintaining production stability.
- Orchestrated 8 ITIL-based enterprise release cycles within an Agile framework, enabling uninterrupted deployments across global banking platforms serving ~700,000 customers.

EDUCATION

Carnegie Mellon University, H. John Heinz III College, Pittsburgh, USA **12/2017**

Master of Information Systems Management (MISM), GPA: 3.80

Chaitanya Bharathi Institute of Technology, Osmania University, India **05/2014**

Bachelor's in engineering, Information Technology, GPA: 3.83

CERTIFICATIONS

- Chartered Financial Analyst, Level 3 Candidate **01/2020 – Present**
- AWS Certified Cloud Practitioner **12/2020 – Present**