

SUGIRDA DINAKAR

Director of Product · 12+ years leading products where being wrong has a real cost

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Anna University
B.Tech, IT



IIM Lucknow
Data-Driven PM

SUMMARY

Product leader with 12+ years across US healthcare, fintech, conversational AI and European proptech. Grew from Product Manager to Head of Product in four years at a real-time fraud-prevention platform. Today owns the Clinical Quality domain in Reveleer's Unified Value-Based Care Platform initiative and leads a global PM practice across three time zones on a documented follow-the-sun operating model.

EXPERIENCE

Director of Product · Reveleer, Chennai

Nov 2025 – Present

- Serve on the core product team for Reveleer's **Unified Value-Based Care Platform** initiative, contributing to domain-based product management and a two-layer roadmap (annual initiatives plus continuous improvement) aligned to one end-to-end customer journey. Own the **Clinical Quality** domain.
- Partnered with the AI team on **GenAI HEDIS evidence extraction**: a staged LLM workflow, deterministic date parsing, line-level provenance and source traceability made extracted evidence **80% more accurate**, improving abstractor accuracy and time to completion.
- Built the **India GCC product practice** from the ground up. Designed and run a **follow-the-sun operating model** for 5 PMs across India, US East and US Pacific: a shared daily stand-up window, joint sprint planning and review, asynchronous retrospectives and written handoffs, so work moves between time zones without waiting on meetings.
- Present the quarterly roadmap to leadership and audit past roadmap calls in QBRs.

Senior Product Manager · Reveleer Global Capability Center, Chennai

Mar 2024 – Oct 2025

- Delivered the MA RADV solution and OIG audit-readiness software integration, driving a **22% upsell** to existing customers.
- Shipped the React-based **NextGen Quality platform** with 52 HEDIS measures, improving UX and abstraction efficiency.
- Embedded agile ceremonies adapted for a three-time-zone model (shared stand-up window, joint sprint planning, live-plus-recorded sprint reviews), so teams in India and the US could hand work off across the day. Operated at Associate Director level; demoed product updates to stakeholders before every release.

Senior Product Manager · IMMO, Chennai

Feb 2023 – Feb 2024

Pan-European residential property investor

- Launched an **AI-assisted asset-sourcing product**, scaling from **1 to 5 data sources** across Germany, Spain and the UK in 3 months.
- Integrated **OpenAI GPT-3** into property data extraction in 2023, improving sourcing efficiency by **30%**.
- Led product for an **AI-assisted underwriting workflow**, replacing broker calls and site visits with analysis of property descriptions and images: underwriting from about **3 days to 2 hours**, **300+ data points** auto-populated and **98% less** data-ingestion time, so site visits went only to qualified assets.
- Led an AI document-processing product to **100% adoption** across 5 departments, and orchestrated the IMMOCore platform migration for a **30% operational efficiency** gain.

Senior Product Manager · Freshworks, Chennai

Oct 2021 – Dec 2022

- Led Freshchat's shift from a rule-based, intent-driven bot to a **conversational, generative AI assistant** (2022), grounding answers in conversation history, FAQs and Confluence knowledge, and routing customers into the right workflow to finish the task, not just get an answer.
- Improved answer accuracy by **20%** and task completion by **40%**, cut human escalations by **40%**, and lifted NPS by **33 points**.

MerchantRMS Inc., Chennai

Jan 2014 – Sep 2021

Real-time fraud-prevention platform for card-not-present (CNP) merchants

Head of Product

Apr 2018 – Sep 2021

- Led a **40-person organization**, with an 8-person product team reporting directly.
- Made the build-vs-buy calls on the product's major tools, moving the company toward owning its core detection technology.
- Packaged the tools to sell stand-alone or bundled, including options for smaller merchants, backed by a chargeback guarantee, growing revenue **40%**.

Senior Product Manager

Mar 2015 – Mar 2018

- Reduced merchant fraud rates from **0.3% to 0.01%** by defining and shipping new detection capabilities: a network packet analyzer, email reputation, user behavior analysis and fraud clusters.
- Raised manual review accuracy from **90% to 99.99%** with a reviewer-assistant bot, similar-transaction analysis and fraud retargeting. Cut manual review rates from **15% to 3%**, lowering operating costs by **35%** across customers, and raised reviewer throughput from 20 to 120 reviews per hour.
- Built a rule-engine simulator that let prospects test their own transactions in minutes; the instant results increased sales closure by **60%**.

Product Manager

Jan 2014 – Feb 2015

- Owned the network packet analyzer, which flags suspicious patterns in how transaction packets travel to the payment gateway. Improved decision latency from **500ms to 350ms** while adding new tools, holding a **99.9% uptime** SLA.

Earlier Roles

Jun 2005 – Nov 2012

- Account Manager, Keane** (Jun 2011 – Nov 2012): managed a strategic account across 3 regions and 30+ team members, with executive reporting and client presentations.
- Team Coordinator / Software Engineer, Larsen & Toubro Infotech** (Jun 2005 – Jan 2010): led a 60+ member Asia-Pacific team on SAP integration for a major oil & gas enterprise.

EDUCATION

IIM Lucknow: Certified Data-Driven Product Manager

2022

Anna University, Chennai: B.Tech, Information Technology (7.9 CGPA)

2001 – 2005

CERTIFICATIONS & ACHIEVEMENTS

AI for Product Managers, Growth School: prompt engineering, agent workflows, AI feature design, prototyping

Dec 2024

Led the **winning team**, Reveleer Hackathon

2026

SKILLS

AI / ML: Generative AI, LLM evidence extraction, conversational AI, knowledge-grounded generation, RAG, predictive modeling, prompt engineering, agent workflows, Claude skills, commands and agents, OpenAI GPT-3

Product: Platform strategy, domain-based product management, product operating model design, outcome-based roadmapping, build vs. buy, pricing and packaging, requirements engineering, QBRs

Leadership & delivery: Follow-the-sun delivery, distributed agile, asynchronous collaboration, cross-time-zone handoff design, GCC management, stakeholder management, compliance and legal auditing

Domains: Value-based care (HEDIS, MA RADV, OIG audit readiness), card-not-present fraud prevention, conversational AI, residential property sourcing and underwriting