RUCHI THOSAR

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Technical product professional with 5 years across AI/ML platforms, enterprise software, and product delivery. Experienced in customer discovery, defining product requirements, prioritizing roadmaps, and leading cross-functional execution, with hands-on engineering depth in GenAI agents, ML infrastructure, and distributed systems.

EXPERIENCE

Amazon | **Software Engineer,** Product *Supply Chain Optimization, Forecasting Labs* Seattle, WA | **Jun 2025–Present**

- Designed and drove delivery of an **agent-driven ML experimentation** platform**,** enabling scientists to launch training, fine-tuning, inference, and back testing through natural-language requests**; reduced experiment setup time by ~90%**, supported ~20–25 SageMaker jobs/day**,** and mentored an intern through implementation.
- Delivered a forecasting platform migration across 6 marketplaces**,** coordinating five workstreams across Data Engineering, Science, and Model teams**, preserving data parity and supporting a ~66% reduction in model-correction turnaround.**
- Established **production-readiness and observability standards for GenAI agents,** introducing per-tool success and latency metrics, session traces, dynamic alarms, change verification, 12-hour production bake periods, and automatic rollback to improve release safety and incident diagnosis.
- Improved **reliability of production GenAI agents** by diagnosing complex multi-product query failures across streaming, runtime, and downstream tool layers; implemented timeout, heartbeat, and session-isolation fixes across four agents, contributing to platform reliability of **99.9% uptime and sub-10-second p90 latency**.
- Expanded **adoption** of a forecasting **data-preparation platform 3.9×** (7 to 27 consumer principals) by extracting it from a model monolith into an independently versioned package, validating data parity across 200M+ rows.
- **Remediated** a **severity-90 cross-tenant code-execution vulnerability** affecting an ML platform spanning 92 trusted AWS accounts**,** strengthening notebook-source isolation and closing the critical finding within its 7-day security SLA**.**
- Implemented security safeguards and adversarial tests for a GenAI forecasting agent**, covering prompt injection, sensitive-data exposure, and tenant-access boundaries** to support the organization's security and data-protection review**.**

Surefront | **Product Manager (Contract)** *Product Lifecycle Management Tool* Pittsburgh, PA | **Jan 2024–Dec 2024**

- **Led 10+ stakeholder interviews,** translating Figma designs and 40+ business requirements into PRDs and prioritized user stories for two personas, aligning a four-person engineering team on product scope and delivery.
- **Shortened development time by ~20%** across two major releases by building a **phased product roadmap,** applying MoSCoW prioritization and negotiating scope based on stakeholder feedback and engineering trade-offs.
- **Managed delivery across 8+ sprints**, using sprint velocity, acceptance criteria, and Jira–Confluence traceability to coordinate development, incorporate UAT feedback, and maintain alignment with client expectations
- **Delivered a scalable product-ideation** experience by building an asynchronous media-ingestion system supporting 10 file types, increasing upload throughput by 5× and simplifying how users uploaded and organized product concepts.

Wolters Kluwer | **Enterprise Software Engineer I → II** *Health, Tax & Accounting* Pune, India | **Oct 2020–Jun 2023**

- Streamlined marketing-to-sales lead management **by integrating Marketo with Salesforce Sales Cloud** through IBM Integration Bus and REST APIs, defining data contracts, validation rules, and lead-conversion workflows for 400+ sales representatives**.**
- Reduced **service-team turnaround time by 30–40%** by migrating customer-support workflows from Live Agent to Omni-Channel and optimizing Einstein Bots with personalization and skill-based routing.
- Increased **actionable customer insights by 15%** through A/B testing a user rating and feedback component built with Lightning Web Components, identifying previously overlooked customer pain points.
- **Improved pricing-data accessibility for sales teams** by building a self-service Salesforce interface with **25+** configurable filters**,** using Lightning Web Components, dynamic SOQL queries, and custom metadata.
- Coordinated **enterprise UAT and release delivery,** triaging 150+ customer-reported issues within two weeks**,** resolving requirement gaps, and prioritizing defects and enhancements**;** earned Performer of the Quarter**.**
- Improved **CRM data quality by resolving** 10,000+ duplicate records through automated batch processing and event-driven workflows, reducing inconsistencies in enterprise customer data.

PROJECTS

YouTube Bootcamp *online courses and mentorship platform for aspiring content creators* **(Product Strategy)** **Feb 2024**

- **Built the product business case,** defined **MVP** by conducting **competitor analysis,** translating user needs into functional & system requirements and developing a three-year financial model covering revenue potential, operating costs, time to market, and ROI.
- Developed the **customer lifecycle strategy** across acquisition, subscription conversion, engagement, and retention, supported by a scalable cloud and AI product architecture

SKILLS

Product: Discovery, PRDs & requirements, roadmap & backlog prioritization, stakeholder management, cross-functional delivery, launch readiness, product KPIs, market analysis, GTM, Agile/Scrum
AI/ML & Evaluation: Agent orchestration, model lifecycle, data platforms, data quality, observability, responsible AI and guardrails
Technical: Python, Java, JavaScript, Apex, SQL, Spark, Airflow, REST APIs, AWS (Lambda, Step Functions, Fargate, CloudWatch, IAM, CDK), Docker, Kubernetes, Terraform, PostgreSQL, DynamoDB, Salesforce
Tools & Certification: Jira, Confluence, Figma, Checkmarx, Jenkins; Salesforce Certified Administrator

EDUCATION

Carnegie Mellon University, School of Computer Science **M.S. in Software Engineering** — *GPA: 3.90/4.00* Pittsburgh, PA **Dec 2024**
University of Mumbai, K. J. Somaiya College of Engineering **B.Tech. in Computer Science** — *GPA: 8.27/10.00* Mumbai, India **Oct 2020**