VIVEK SHARMA

Product Leader · Agentic AI & Platform Products · 0-to-1 Builder

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SUMMARY

Product leader with 18+ years turning complex life sciences contract, pricing, and payment workflows into AI-driven platforms - delivering revenue management systems for J&J, BMS, Astellas, and Stryker and owning four modules on a $50B+ life sciences platform where contract terms, rebates, and chargebacks drive critical payment decisions. Most recently took a multi-agent automation platform from concept to production, pairing autonomous decisioning with the governance and audit trails regulated environments demand. Equally fluent in agent architecture and LLM evaluation as in the boardroom conversation with engineering leads and executives.

EXPERIENCE

Sr. Manager, Product | Marbls *2026 - Present*

Built a 0-to-1 multi-agent automation platform from concept to production - establishing the agentic architecture, metrics framework, and governance layer for AI-human collaborative workflows.

- 0-to-1 platform shipped in 16 weeks**:** Took a multi-agent classification platform from whiteboard to production in 16 weeks, now autonomously processing ~99K records at a ~80% straight-through rate with zero human touch on clear-signal decisions - collapsing a workflow that previously consumed analyst-weeks per cycle.
- Agentic orchestration architecture**:** Designed the full agent orchestration layer - specialized agents for entity resolution, external data validation, fuzzy matching, and address normalization - with autonomous decision routing (AUTO / REVIEW / LOW_CONFIDENCE) and graceful fallback chaining when upstream signals are weak.
- Metrics for human-agent collaboration**:** Defined and owned the productivity measurement framework tracking straight-through rate, review queue volume, confidence distribution, and accuracy drift - establishing what "productive" means when AI owns the inner loop.
- Governance and safe delegation**:** Embedded bias checkpoints, human escalation triggers, and audit-ready rationale at every agent decision point - enabling teams to delegate confidently to autonomous systems in a regulated, audit-scrutinized environment.
- Platform vs**.** one-off discipline**:** Made architectural calls separating reusable platform capabilities from one-off builds - ensuring the system scales across a multi-client base without rearchitecting for each new customer.
- Cross-functional leadership**:** Led 4 engineers and data scientists on agent prompt design, tool-use schema, LLM evaluation harness, and signal weighting - shipping on schedule with no scope reduction.

Senior Product Manager | IntegriChain *2023 - 2025*

Owned end-to-end strategy and delivery for four core modules on a $50B+ life sciences platform supporting contracts, pricing, rebates, and payments - introducing AI-driven automation that reduced analyst effort, accelerated delivery cycles, and improved adoption.

- 0-to-1 rebate capability & bid award management: Built tiered and baseline rebates from the ground up - defining the calculation logic, eligibility rules, and data model for contract structures the platform could not previously support, from discovery through production release. Launched bid award management as a net-new module, generating EDI 845 price authorization notifications to wholesalers from awarded contract terms - keeping distributor-side pricing in sync with contract eligibility and removing a manual notification step from every change in contract cycle.
- AI anomaly detection with direct ROI: Shipped autonomous anomaly detection that surfaced $2M in at-risk transactions per quarter - It identified claims priced off expired contract terms, membership eligibility gaps, and quantity outliers against purchase history - reducing manual review effort by approximately 25% and converting a human-heavy validation workflow into a prioritized exception queue.
- ~40% faster delivery cycles**:** Redesigned cross-functional workflows across engineering, design, QA, and compliance - introducing shared acceptance criteria and a definition of ready so QA and validation documentation were written

alongside development rather than after it - cutting cycle time by approximately 40% and achieving 6 consecutive on-time releases in a regulated environment.

- ~15% adoption lift through discovery: Drove an approximately 15% increase in platform adoption by running 30+ interviews with contract, pricing, and finance analysts - which revealed reviewers spending most of their time re-checking low-risk items - and restructuring the review workflow to put exceptions first.
- Platform strategy at scale: Owned the roadmap across four modules (validation, anomaly detection, chargebacks, and rebates) on a $50B+ life sciences platform - balancing velocity, reliability, and compliance at each release cycle.
- Team leadership: Directed a 20-person cross-functional team (3 BAs, 10 engineers, 7 QAs) through discovery, prioritization, and production release - maintaining stakeholder alignment and engineering confidence throughout.
- Award/s: Recognized with the Excellence in Leadership Award for leading cross-functional delivery on the core platform.

Product Lead & Senior Solutions Architect | Model N *2008 - 2023*

15-year arc from Associate to Sr Solutions Architecture to Product Leadership at a leading pricing, contracting, and revenue management SaaS for life sciences - building platform expertise and the technical credibility to influence senior executives and engineering teams at J&J, BMS, Astellas, and Stryker.

- Platform adoption through product quality**:** Distinguished scalable product opportunities from one-off client requests - productizing recurring pain points into platform features adopted across 10+ accounts without mandate - for example, generalizing one account's custom contract price-change reporting into a standard platform capability that other customers adopted on their own.
- ~30% throughput improvement across $2B+ in managed revenue**:** Led 10+ enterprise SaaS deployments, improving processing throughput and reporting accuracy by approximately 30% - redesigning batch validation and error reprocessing so failed records were corrected and rerun without restarting the full cycle.
- 3 months reduction in time-to-value**:** Reduced average onboarding time by 3 months and sustained 95%+ renewal rates across strategic accounts - standardizing requirements gathering into a repeatable discovery framework, so scope was settled before build instead of renegotiated during it.
- Cross-customer reusability**:** Partnered with engineering to push client-specific logic into configuration instead of custom code - so a change one account asked for shipped as a platform setting available to everyone, rather than a separate branch to maintain and re-test each release.
- Award/s: Recognized with the DARE Award for delivery excellence; progressed from Solutions Architecture into Product Leadership over 15 years.

SKILLS & TOOLS

Product Management: 0-to-1 Product Strategy, Platform Roadmapping, PRDs & Requirements Definition, Customer Discovery & User Research, Prioritization & Trade-off Frameworks, Success Metrics & Instrumentation, Go-to-Market Enablement, Executive Communication, Agile/Scrum

Domain: Life Sciences Pricing, Contract & Rebate Management, Rebates (Tiered, Baseline), Chargebacks, Bid Awards & EDI 845, Revenue Management, Regulated Data & Audit Requirements

AI Product: Agentic Workflow Design, Human-in-the-Loop Governance, Autonomous Decision Routing, Confidence Thresholds & Escalation Design, LLM Evaluation & Accuracy Monitoring, Prompt Engineering, RAG Pipelines, Responsible AI, Claude, GPT-4

Technical Fluency: SQL, Python (working proficiency), REST APIs, Data Modeling, EDI/Flat-File Integration, AWS, PostgreSQL

Tools: Jira, Confluence, Figma, Lucidchart, Cursor AI, Balsamiq

EDUCATION & CERTIFICATIONS

Certifications: DeepLearning.AI - LLM Operations & Prompt Engineering for Developers · AWS ML Specialty · Google Professional Machine Learning Engineer

B.Tech, Information Technology - Neotia Institute of Technology, Kolkata