

AJAY SHARMA

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SUMMARY

Product-oriented Operations Specialist with 2.5+ years of experience scaling AI (RLHF) workflows and EdTech marketplaces. Expertise in optimizing “Human-in-the-Loop” data pipelines and driving revenue growth through process automation. Combines systems thinking with data-driven decision making to bridge the gap between technical execution and scalable product strategy.

EXPERIENCE

Turing Remote
Team Lead (Promoted from Research Analyst) June 2024 – Present

- Led a high-velocity team of 5-6 analysts executing RLHF and SFT workflows for Fortune 500 AI clients, ensuring strict adherence to complex model alignment protocols and project timelines.
- Oversaw quality assurance for 5,000+ LLM interaction pairs, maintaining >95% data accuracy by systematically identifying logic gaps and hallucination patterns in training datasets.
- Orchestrated daily stand-ups to identify operational bottlenecks and clarify edge cases, reducing resolution time for annotator queries and ensuring consistent delivery standards.
- Acted as the primary feedback loop between delivery leads and the annotation team, synthesizing common error patterns into actionable guidance to improve overall model performance.

Preplaced Gurugram, India
Associate Product Operations Manager Apr 2023 – Mar 2024

- Strategized and launched tiered mentorship offerings (Basic vs. Premium), increasing service adoption rates by 10% (from 21% to 31%) and maximizing revenue per user through segmentation.
- Spearheaded the “Structured Mentorship” feature rollout to standardize user journeys, driving a 21% uplift in trial-to-paid conversion by clarifying value propositions for mentees.
- Implemented mentor accountability rules and attendance protocols to mitigate service gaps, reducing unattendance rates by 10% and ensuring consistent platform reliability.

PROJECTS

Swiggy Instamart Retention Feature | View Prototype Dec 2025 – Jan 2026

- Identified retention leakage where 64% of “Planner” users shifted to offline vendors for forgotten items; defined product hypothesis to recapture lost transaction volume.
- Designed and prototyped a “Smart Cart” feature using Gemini API for real-time contextual suggestions (e.g., Milk → Bread), targeting a reduction in decision latency to under 5 seconds.
- Developed an A/B test framework targeting 125K users (5% of segment) to validate a projected 10% lift in repeat order frequency and +1.2 items per basket.

LinkedIn Engagement Agent (Full-Stack AI Project) | Live Dashboard Feb 2026

- Identified the cognitive load bottleneck in professional networking, prototyping a “Human-in-the-Loop” agent that automates low-value discovery while preserving high-value manual interaction.
- Orchestrated a cost-optimized multi-model pipeline via n8n (Tavily, DeepSeek, Claude 3.5), routing extraction tasks to lower-cost models while reserving premium LLMs for creative drafting.
- Leveraged GenAI to deploy a live React & Supabase dashboard that monitors agent status and triggers batch runs, reducing daily workflow time by 90% through asynchronous automation.

SKILLS

Product Skills: User Research, A/B Testing, Funnel Optimization, GTM, Hypothesis Validation, Retention Modeling

Analytics Skills: SQL, Mixpanel, Behavioral Analytics, Metric Definition, Data Visualization, Google Analytics

Tools & Platforms: n8n (Automation), Jira, Figma, Google AI Studio, Python (Basic), Postman, LLM Ops (RLHF)

EDUCATION

HelloPM | Product Management Cohort (AI Specialization) Nov 2025 – Present

REVA University | B.Tech in Electrical & Computer Engineering 2019 – 2023