Amigo Antonio Fernandes

Product Manager

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PROFESSIONAL SUMMARY

Product Manager with 12 years of total experience, including 6 years owning AI and data platform products end to end. I own the roadmap, backlog and outcomes for a $19M portfolio with a 98.9% renewal rate and a 257% pricing uplift on agentic features. I run discovery, demo to senior stakeholders and enterprise clients, and ship with engineering and UX in an AI-native way, working virtually with US stakeholders. I coach and mentor UX, engineering, sales and junior product owners on problem solving, architectural requirements, dependency-based delivery (Cost of Delay, WSJF) and selling net-new AI products. Certified SAFe® Agilist.

RELEVANT EXPERIENCE

Resilinc *(Gartner Magic Quadrant Leader — AI-Powered SCRM)*
Product Manager Remote, Jul 2020 – Present

- Own the roadmap, backlog and outcomes for a $19M B2B AI and data platform product end to end, from discovery through launch, adoption and iteration, delivering a 98.9% renewal rate. I run this as a Certified SAFe® Agilist, planning sprints and PIs in SAFe
- Make the day-to-day prioritization and trade-off calls using Cost of Delay and WSJF, sequencing work by value, effort and readiness across two cross-functional PODs of Business Analysts, Senior Engineers, UX Analysts and QA Analysts
- Coach UX Analysts and Senior Engineers on how to problem solve and meet architectural requirements, and teach the PODs to run collaborative working sessions and plan dependency-based projects
- Mentor junior product owners and associates, modelling strong product craft in discovery, backlog ownership, prioritization and stakeholder communication
- Define and track the metrics that show the product is working (adoption, engagement, retention, revenue impact) in PowerBI and Matomo, including a 257% pricing uplift on agentic features and a 43% reduction in data ingestion time-to-value
- Ran discovery with enterprise customers and internal teams, framed hypotheses, and validated them through user research, prototypes and A/B tests before building at scale, turning findings into the roadmap
- Prototyped a self-serve third-party risk integration wizard covering 8 risk providers, with a built-in sandbox test so customers can check credentials and supplier matching before going live, and standardized provider authentication into three reusable patterns instead of eight
- Wrote problem statements, user stories and acceptance criteria in Jira for Risk Settings records, a registry backfill and an integration status page, and kept the backlog groomed and prioritized in Jira and Aha!
- Took NLP models to production as self-service Smart Data Mappers (zero-to-one), cutting onboarding friction 40%, raising throughput 380% and reaching 95% data quality accuracy
- Work in an AI-native way, using Claude, Microsoft Copilot and ChatGPT across discovery, prototyping and delivery, and pioneered AI Evals and responsible-AI quality gates so the team knows where AI output can be trusted
- Co-architected an MCP-based Microsoft Copilot integration that brings live risk data into Teams and Outlook
- Cut customer implementation time from about 3 weeks to about 2 hours by combining native ingestion, Databricks Delta Sharing and AI tools that structure raw data
- Run product demos for senior stakeholders and enterprise customers, and join discovery sessions and feedback conversations with clients, including Microsoft, Honeywell, Merck, Meta and Hitachi Energy, turning what I hear into roadmap priorities
- Work virtually with US-based stakeholders, customers and leadership to stay grounded in US-market direction and its nuances
- Stay fluent in the market realities that shape enterprise products, including data privacy and SaaS versus on-prem considerations
- Support go-to-market with Sales, Marketing and Customer Success on positioning, demos, enablement and adoption of new AI features, including the EUDR agent, and coach Sales on how to sell net-new AI products
- Present product strategy and outcomes to C-suite executives at town halls, and run weekly problem-solving sessions that surface problems early and keep decisions moving.

TrueQC LLC *(formerly IntentBase)*
Product, Customer Success,& Account Manager. Remote, Jan 2020 – Jul 2020

- Worked directly with enterprise customers in discovery and feedback conversations, turning skeptical buyers into product advocates
- Translated customer feedback into clear engineering requirements that shaped the subscription roadmap
- Partnered with product and engineering to prioritize customer needs and close the loop with customers

Ziff Davis / Bython Media / GO MO Group *(B2B Sales & Digital Media)*
Senior Account Executive / Business Development Feb 2015 – Jan 2020

- Managed 50+ global enterprise accounts over five years and secured $3M in revenue by running consultative discovery with senior stakeholders
- Translated high-level client business goals into data-driven solutions and stayed close to clients after the sale
- Built the customer-first, problem-obsessed approach I now bring to product decisions

EDUCATION & CERTIFICATIONS

- MBA — Marketing Management, Savitribai Phule Pune University (formerly University of Pune) — 2018, 'A' grade
- Certified SAFe® Agilist (SAFe 6.0) — Date issued: April 27, 2026 Expires: April 27, 2027
- Databricks Certification — In Progress
- Microsoft Enterprise AI Product Management Fundamentals — Completed Jan 2026, Grade A
- AI Native Ready by Scaled Agile - Date issued: August 31, 2026

SKILLS & TOOLS

- Product craft: product ownership, end-to-end product ownership, roadmap, backlog, user stories, acceptance criteria, prioritization and trade-offs, Cost of Delay, WSJF, dependency management, zero-to-one launch, Agile, Scrum, SAFe
- Discovery and validation: user research, generative and evaluative research, hypothesis testing, prototyping, rapid validation, A/B testing
- Metrics: adoption, engagement, retention, revenue impact, product analytics, instrumentation, PowerBI, Matomo
- AI-native delivery: agentic workflows, LLMs, MCP, AI copilots, AI output evaluation, responsible AI
- Coaching and leadership: coaching engineers, UX and sales teams, facilitation of collaborative working sessions, executive stakeholder management
- Client and go-to-market: client-facing discovery, senior stakeholder management, enterprise customers, sales enablement, product positioning, selling AI products
- Tools: Jira, Aha!, Confluence, Figma, Miro, Claude, Microsoft Copilot, ChatGPT

AWARDS & RECOGNITION

- Vista Gen AI Hackathon Winner
- Gen AI Change Agent Award
- Best POD Award
- MVP Award
- Perfect Peer Award

RECENT PROJECTS & BLOGS

- My Projects
- My Recent Blogs