

Amigo Antonio Fernandes

AI & Data Product Manager

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PROFESSIONAL SUMMARY

AI-native Product Manager with 6+ years leading AI and data platform products, preceded by 5 years in enterprise B2B sales and account management. I've worked hands-on with LLMs, agentic systems, MCP-based architectures, RAG-adjacent pipelines, and responsible AI governance. At Resilinc, I own a \$19M product portfolio, achieving a 98.9% renewal rate and a 257% pricing uplift on agentic platform features through data-driven iteration. Certified SAFe® Agilist.

RELEVANT EXPERIENCE

Resilinc (*Gartner Magic Quadrant Leader — AI-Powered SCRM*)

Product Manager — AI & Data Platform

Remote, Jul 2020 – Present

- Built internal workflows with AI tools integrated with FutureSearch and ScrapingBee to increase business throughput from 225 to 381 researched suppliers/day/analyst.
- Partnered with SanDisk, Stellantis, Honeywell International, Belden, General Atomics, Nvidia etc to build open-sharing capabilities allowing them to set up their SCRM bases within Resilinc.
- Own the roadmap for a \$19M product portfolio across the full customer lifecycle (onboarding, activation, adoption, retention), delivering a 98.9% renewal rate and a 257% pricing uplift on agentic features.
- Took NLP models to production as self-service Smart Data Mappers, cutting customer onboarding friction by 40% and increasing throughput by 380%, while achieving 95% data quality accuracy.
- Co-architected a Microsoft Copilot integration surfacing live risk data through natural language in Teams and Outlook, replacing manual portal switching with in-workflow self-service.
- Reduced customer implementation and time-to-value from roughly 3 weeks to ~2 hours by combining native ingestion methods and Databricks Delta Sharing with AI tools that structure raw data into platform schema.

TrueQC LLC (*formerly IntentBase*)

Customer Success, Sales & Account Manager.

Remote, Jan 2020 – Jul 2020

A six-month bridge role between sales and product: turned enterprise skeptics into product advocates and translated customer feedback into engineering specs, directly informing the subscription roadmap — the experience that pointed me toward product management.

Ziff Davis / Bython Media / GO MO Group (*B2B Sales & Digital Media*)

Senior Account Executive / Business Development

Feb 2015 – Jan 2020

Managed 50+ global accounts over 5 years, translating high-level business goals into data-driven solutions and securing \$3M in revenue — the foundation for the customer-first lens I now bring to every product trade-off.

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

SKILLS & TOOLS

- AI & GenAI: LLMs, Agentic AI Systems, Model Context Protocol (MCP), Prompt Engineering, AI Output Evaluation, Responsible AI Governance, DSL-based AI Configuration, GenAI Document Parsing
- AI Architecture: RAG-adjacent Pipelines, AI Agents & Automation Workflows, Vector DBs (Chroma), Graph DBs (Neo4j), OpenSearch, Databricks ETL, AI Field Mapping & NLP
- Technical: REST APIs (design, modernisation, Push APIs/Webhooks), Backend Systems, Data Flows & System Architecture, PostgreSQL, Delta Lake, Kong API Gateway, OAuth 2.0, Azure, AWS
- APIs & Platforms: OpenAI / Anthropic APIs, LangChain (exposure), Microsoft Copilot / Graph Connector, MCP Integration
- Product & Agile: PRDs, User Stories, Acceptance Criteria, Sprint Planning, Backlog Grooming, Roadmap (AHA!), 0→1 & 1→N PLCM, MVP Delivery, Cross-functional POD Leadership
- Analytics: Matomo, PowerBI, A/B Testing, Product-Market Fit Analysis, User Interview & Research
- Tools: Jira, Notion, Figma, AHA!, SAFe Agile, Claude, CoPilot, ChatGPT, Loveable

AWARDS & RECOGNITION

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

RECENT PROJECTS & BLOGS

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