VIGNESH MOORTHY S

Product Owner | Technical Product Manager

Enterprise SaaS • Enterprise AI Products • Fortune 500 Delivery

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PROFESSIONAL SUMMARY

Product Owner and Technical Product Manager with 10 years of experience building enterprise SaaS and AI products for Fortune 500 organizations, owning product strategy, discovery, roadmap execution, and delivery from concept through production.

Experienced in taking complex enterprise problems from discovery through production by combining customer research, workflow analysis, UX design, backlog prioritization, delivery leadership, and stakeholder management.

Partner closely with executive leadership, customers, and engineering teams to translate ambiguous business problems into scalable enterprise products across aviation, healthcare, operational intelligence, and enterprise AI. Built AI platforms, mobile applications, enterprise SaaS products, and developer productivity solutions while balancing customer value, engineering constraints, commercial objectives, and delivery timelines.

Recognized for building trust with customers, simplifying complex workflows, coaching cross-functional teams, and delivering products that people genuinely enjoy using.

PROFESSIONAL EXPERIENCE

ShiftX Sep 2021 – Present

Project Lead (Operating as Product Owner & Technical Product Manager)

Partner directly with the CEO and CTO to define, deliver, and evolve enterprise SaaS and AI products for Fortune 500 customers. Own product discovery, stakeholder engagement, delivery planning, UX direction, backlog prioritization, and production execution across multiple enterprise initiatives.

Selected Products

American Airlines – TechOps Workforce Management — *Enterprise workforce scheduling and bidding platform supporting 35,000+ employees and 285,000+ schedule lines*

Role

- Led customer discovery workshops to understand operational workflows, contractual requirements, and business processes.
- Translated customer discussions into product scope, user stories, milestones, and release plans.
- Designed end-to-end user experience for the modernized platform.
- Owned backlog prioritization, sprint planning, milestone planning, stakeholder communication, and production rollout.
- Worked directly with customer product managers through discovery, demonstrations, UAT, and post-production enhancements.

Highlights

- Modernized a legacy workforce management platform into a significantly more intuitive enterprise experience.
- Introduced milestone-based delivery that enabled predictable releases and continuous customer validation.
- Made feature trade-off decisions balancing customer value, engineering effort, technical dependencies, and delivery timelines.
- Simplified complex operational workflows through UX improvements that reduced repetitive administrative effort.
- Prepared BRDs, scope documents, training material, design specifications, release documentation, and customer demonstrations.

Si-Cube Pharmacy — *Cross-platform Pharmacy Management Application*

Led product definition, UX design, delivery planning, and cross-functional execution for a modern pharmacy management application focused on digitizing inventory, billing, customer engagement, and pharmacy operations.

Role

- Led customer discovery sessions to understand pharmacy workflows, operational pain points, and business requirements.
- Designed end-to-end mobile UX and user journeys for pharmacists, administrators, and operational users.
- Defined product scope, user stories, milestones, and delivery priorities while coordinating engineering, QA, and architecture teams.
- Acted as the primary delivery lead, ensuring scope, user experience, and implementation remained aligned throughout development.

Highlights

- Delivered a cross-platform mobile application using Ionic supporting Android and iOS deployment.
- Introduced ML-powered image search using Google ML Kit to identify medicines from images and streamline product lookup.
- Integrated OCR capabilities to simplify billing and data entry workflows.
- Delivered barcode scanning, inventory tracking, expiry management, customer analytics, purchase history, loyalty features, PDF invoicing, and operational dashboards.
- Led customer demonstrations, proof-of-concept discussions, UX reviews, and final production delivery.
- Recognized by the customer for maintaining delivery focus while ensuring user experience remained central throughout the project.

Solvik — *Enterprise AI Testing Platform*

Role

- Led product definition from initial concept through production.
- Defined AI testing workflows, user journeys, product roadmap, and feature prioritization.
- Proposed migration to an AI-first technology stack after identifying scalability and development limitations in the existing architecture.
- Worked closely with engineering, CEO, and CTO throughout architecture discussions, implementation, and rollout.

Highlights

- Delivered a greenfield enterprise AI platform from concept to production in approximately six months.
- Designed AI-powered developer productivity capabilities including repository understanding, automated documentation generation, contextual assistants, and enterprise search.
- Helped establish engineering practices around AI-assisted development, prompt design, evaluation, and production readiness.

StatusX — *Enterprise Operational Intelligence Platform*

- Led product definition and delivery of an operational intelligence platform integrating Slack, Microsoft Teams, WhatsApp, webhooks, and enterprise event monitoring.
- Worked across customer discovery, feature prioritization, UX design, demonstrations, and delivery planning.

TowerIQ — *Enterprise AI Monitoring Platform*

- Supported enterprise demonstrations, solution positioning, customer discussions, and product presentations for an AI observability platform.
- Partnered with executive leadership to shape product positioning, customer discovery, enterprise demonstrations, roadmap discussions, and adoption strategy for an AI portfolio intelligence platform focused on AI governance, cost attribution, and ROI visibility.

Leadership & Commercial Impact

- Led cross-functional delivery across developers, QA engineers, architects, and UX responsibilities.
- Introduced rotating milestone ownership to build engineering leadership and improve delivery ownership across the team.
- Coached engineers in customer communication, technical presentations, and feature ownership.
- Worked with executive leadership on customer proposals, effort estimation, commercial discussions, and change request planning.
- Contributed to more than $600K in annual billable revenue and supported an active pipeline exceeding $400K through enterprise product initiatives.

ShiftX

Dec 2019 – Sep 2021

Lead Frontend Engineer

- Led frontend architecture and UX implementation for enterprise workforce management products.
- Designed enterprise workflows and user experiences using Adobe XD.
- Independently learned and implemented JMeter and LoadRunner to diagnose production performance issues supporting enterprise-scale rollout.
- Led performance analysis using JMeter, LoadRunner, and Dynatrace to identify and resolve critical bottlenecks.

Infosys Dec 2016 – Dec 2019

Senior Systems Engineer

- Developed enterprise web applications and internal business platforms.
- Built voice-enabled web application prototypes using speech recognition technologies.
- Developed machine learning proof-of-concepts supporting predictive maintenance initiatives for Caterpillar.
- Contributed to enterprise feedback systems improving structured organizational communication.

SELECTED ACHIEVEMENTS

- Delivered enterprise workforce management products supporting 35,000+ employees.
- Led delivery of enterprise products across aviation, healthcare, operational intelligence, and enterprise AI domains.
- Built an enterprise AI platform from concept to production in approximately six months.
- Singapore Airlines GenAI Challenge – Shortlisted.
- QRDI Global Innovation Challenge – Shortlisted.

TECHNICAL EXPERTISE

Product Management Product Discovery • Product Ownership • Customer Discovery • Product Backlog • Road mapping • Release Planning • User Story Mapping • Prioritization • Agile Delivery

Artificial Intelligence Agentic AI • LLMs • RAG • Prompt Engineering • MCP • AI Evaluation • AI Observability • OCR • Google ML Kit • Embeddings • Vector Search

Technologies Python • FastAPI • Angular • React • Next.js • JavaScript • TypeScript • PostgreSQL • REST APIs • AWS • Azure

Design UX Design • Workflow Design • Figma • Adobe XD

Quality Engineering JMeter • LoadRunner • Dynatrace

EDUCATION

Velammal College of Engineering and Technology *2012 – 2016*
Bachelor of Engineering, Mechanical Engineering

CERTIFICATIONS

Indian School of Business *2026 – 2027*
Executive Programme in Strategy & Leadership Co'27

Project Management Institute *2026*
PMP Training

Udacity × Google *Dec 2016*
Nanodegree, Front End Web Development