SHANTANU PHADKE

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EXPERIENCE

SERVICENOW (AI platform and enterprise workflow company) **2026 - Present**

Staff Product Manager, Build Agent & AI Platform Core, March 2026 - Present San Francisco, CA

- Defining the core interaction model and roadmap for Build Agent, an enterprise AI agent embedded in ServiceNow Studio that plans, implements, tests and iterates on application-development work.
- Shaping collaborative agent workflows across developers, architects, reviewers and administrators, including shared context, approvals, progress visibility, permissions and human intervention.
- Leading platform and extensibility strategy across agent skills, organizational rules, MCP-based tools, workflow data, memory and long-running execution.
- Defining integration contracts for how identity, permissions, context, tools and agent state connect Build Agent with enterprise platform services.
- Translating emerging model capabilities into customer-validated requirements, prototypes, evaluation plans and sequenced roadmap investments with engineering, design and platform teams.
- Partnering with enterprise design partners to validate high-value use cases and convert early feedback into onboarding, governance and scaled-rollout requirements.
- Working fluently with engineering teams on agent architecture, model behavior, permissions, context management, evaluations and recovery from long-running task failures.

GITHUB (AI-powered developer platform; owned by Microsoft) **2024 - 2026**

AI Product Manager, February 2025 - March 2026 San Francisco, CA

- Shipped Billing Bot, a GenAI Copilot application integrated into Slack that resolved complex billing and licensing queries for ~400 Account Executives, improving resolution time by 20% and reducing escalations.
- Presented AI product strategy to senior executives and aligned stakeholders on the roadmap, adoption plan and business impact.
- Built benchmarking and experimentation infrastructure spanning user feedback, sentiment, time-to-resolution and iterative product changes.

Product Management Intern, May 2024 - August 2024 San Francisco, CA

- Defined scope and feature priorities for an internal platform managing GitHub products, SKUs, pricing and discounts, laying the foundation for scalable AI-based product configuration.
- Collaborated with engineers, product managers and product operations to define and track success metrics for the platform.
- Formulated a payment-fraud reduction strategy that led to $6M in recovered annual revenue.

MARKT-PILOT (SaaS pricing platform; through Kellogg AI Club) **2024**

AI Product Manager, January 2024 - May 2024 Chicago, IL

- Prototyped an AI pricing system to estimate the impact of price changes on volume and profit.
- Partnered with engineers on data and model selection and with designers on the relevant product experience.
- Benchmarked performance against the existing solution to identify the highest-value features for the AI-powered product.

SERVICENOW **2019 - 2023**

Staff Software Engineer, March 2023 - December 2023 Santa Clara, CA

- Spearheaded cross-functional go-to-market efforts supporting enterprise sales and helping grow annual recurring revenue past $500M.
- Led development of an enterprise AI workflow engine and partnered with field teams on product improvements, increasing customer satisfaction by 35%.
- Owned roadmap and feature prioritization for Microsoft licensing, doubling adoption and contributing $75M in new annual contract value.
- Revamped licensing setup for widely used products including SQL Server and Windows Server, improving sales conversion by 20% ($32M annually).

Senior Software Engineer, March 2021 - February 2023

- Designed licensing capabilities for major publishers, helping drive a 4x increase in customer base and $260M in new annual contract value.
- Built and managed a product and channel partnership with Anglepoint, unlocking $30M in ARR.
- Led a cross-functional team of six to reduce time-to-market for a critical feature from two years to one month, unblocking a $6M deal.

Software Engineer, June 2019 - February 2021

- Launched a Hardware Asset Management mobile app that reduced audit time by 30% and contributed $100M in ARR within two years.
- Built an NLP contract-parser prototype that reduced customer setup time by 75% and opened a $1B+ product opportunity.

EDUCATION

2023 - 2024 **KELLOGG SCHOOL OF MANAGEMENT | NORTHWESTERN UNIVERSITY** Evanston, IL
MBA, Artificial Intelligence, December 2024

2018 - 2019 **CORNELL UNIVERSITY (CORNELL TECH)** New York City, NY
Master of Science in Computer Science

2014 - 2018 **UNIVERSITY OF CALIFORNIA, BERKELEY** Berkeley, CA
Bachelor of Business Administration & Computer Science

ADDITIONAL DATA

Certifications: DeepLearning.AI Deep Learning & TensorFlow Developer; UC Berkeley Advanced LLM Agents MOOC
Skills: Agentic Systems, Collaborative AI Experiences, Platform Integrations, Context Engineering, LLM Evaluation, AI Governance & Security, Developer Workflows
Side Projects: agentic-sandbox-platform - open-source POC for isolated AI-agent execution; managize.io - weekly AI insights newsletter