

Akhilesh Subramanian

AI / B2B SaaS Product Leader

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Building is cheap now; judgement is not. I decide what is worth building, ship the load-bearing slice, wire product, pricing, and GTM behind it, and prove it with the numbers.

SUMMARY

AI product leader with 10 years across B2B SaaS, AI product strategy, and GTM, competing on judgement: what to build, what to cut, and how to wire product, pricing, and the org behind it. At SuperOps I own product for the broader IT & MSP operations market: shipped the category's first RAG product (Monica AI, 84% adoption vs. <10% industry norm), conceived the AI-Native Service Desk, and own the product case for AI-native monetisation now driving 2026 ARR expansion. Investor-facing product lead across every round (Seed → Series C); ex-Freshworks on-field GTM (UK + ASEAN, President's Club 2018); PGDM Strategy & Innovation, Warwick Business School (50% scholarship).

Don't take the resume's word for it: ask my agent at <https://akhilesh.world>. A grounded RAG agent built on my own work, eval-gated with adversarial leak tests, instrumented end to end on Langfuse. The site is the proof, not the description of it.

AI LEADERSHIP HIGHLIGHTS

- Conceived the **AI-Native Service Desk**: AI that plans each ticket from the company's own unified context, an input no point tool can assemble.
- Shipped the category's first RAG product (**Monica AI**), explainable by design: **84% adoption vs. <10% industry norm**.
- Sequenced **human-in-the-loop autonomy**: assisted plans → pattern intelligence → auto-remediation.
- Built the **AI measurement layer on Langfuse**: plan-acceptance up, edit-rate down; quality measured, not guessed.
- Owned the **AI-native monetisation case**: AI structurally in platform pricing; the 2026 ARR-expansion lever.

EXPERIENCE

SuperOps · Chennai, India

Dec 2020 – Present

Senior Product Manager / Head of Products: MSP, AI Marketplace, AI Agents & New Platform Line

Jan 2026 – Present

Own product across the SuperOps platform for the broader IT & MSP operations market: ticketing, projects, contracts, invoicing, AI Marketplace, AI Agents, and a new platform line. 1,200+ customers. Lead 3 PMs.

- Conceived and led the AI-Native Service Desk** [↗](#), the category's first where AI plans resolutions from unified platform context (endpoint + client + ticketing). Defined the what and why; partnered with engineering to ship.
- Drove 51% adoption, 29% faster resolution, and a 53% retention lift**, recovering **~\$25K/technician/year** of leaked billable time across 1,200+ MSPs. Built the **Langfuse** measurement layer; gated every release on a metric, not a date.
- Made AI-native ticketing structurally part of platform pricing**: switching away breaks the workflow itself, locking in switching cost and recurring revenue. Adopted as the **2026 ARR-expansion lever** presented to investors.
- Lead and mentor 3 Product Managers**: performance management, competency ladders, hiring, and a stronger discovery culture.
- Leading the investment thesis for SuperOps' next platform line (in flight, 2026)**: AI-native IT operations for the mid-market. Analyst and expert research (Gartner, research network), competitive intelligence across ~12 platforms, and a 300-respondent primary discovery program.

Product Manager II

Jan 2025 – Jan 2026

PSA platform direction, AI Marketplace, AI Agents: translating LLMs and agentic AI into shipped product and a differentiated platform thesis.

- Spearheaded the Strategic Pivot of 2024** [↗](#): **30% ARPA increase, 2.5× conversion, doubled ticketing + invoicing volumes**, earning the "Scaler" position in the Canalys RMM & PSA Leadership Matrix.
- Launched the Agentic AI Marketplace, partnering with AWS** [↗](#): a three-sided bet (marketplace + AI community + system-of-record platform) making SuperOps the place MSP agents get built, distributed, and monetised.
- Turned AI adoption data into the next bet**: segment analytics surfaced where AI was landing and where it wasn't, justifying the AI-Native Service Desk initiative.
- Authored a dynamic strategic-thinking methodology** (outside-in + dynamic SWOT + adapted-RICE sizing + Now/Next/Later), written during the Warwick PGDM; applied across the 2024 pivot and 2025 strategy.

- **Defined and validated the ICP** for the 3–25-technician segment; rewired onboarding and the sales motion for mid-market right-to-win.
- **Launched Contracts 2.0** [↗](#) on the thesis "every contract event drives a revenue event": **20% YoY invoicing adoption; \$100K–\$200K EBITDA visibility per customer.**

Product Manager

Jan 2022 – Jan 2025

Core SuperOps PSA platform; built the product operating model and shipped the first AI products in the category.

- **Scaled SuperOps PSA from \$0 → \$1M ARR**, then **doubled revenue growth in one-third of the time** via automation across service desk, billing, and onboarding journeys.
- **Launched Monica AI, the category's first RAG product** [↗](#): chose custom RAG for explainability (every recommendation cites verifiable source tickets). **84% adoption in 10+ technician MSPs (vs. <10% norm); 20+ hrs and ~\$630 saved/technician/month.**
- **Led product due diligence on a build-vs-buy decision** [↗](#): when buy failed the economics and build wasn't viable, designed a third path: an embedded partnership (native UX, SSO, two-way data) that shipped the capability without the acquisition.
- **Recovered a failed launch through structured analysis** [↗](#): root-caused the Smart Tracker miss, re-sequenced the roadmap to profitability + labor-revenue reports first, and turned the survey into the **"State of MSP Efficiency Report."**
- **Held the line on a chat design aligned to the product vision** under competitive pricing pressure: **70% adoption by Jan 2025, 93% in 11+ technician MSPs, 5 hrs saved/technician/month.**
- **Built the product operating model from scratch**: intake, continuous discovery, prioritisation, and execution cadences across 20+ engineers and 2 designers. **Reduced churn 50%** via a customer-success playbook.

Lead Solutions Engineer

Dec 2020 – Jan 2022

- Joined SuperOps pre-PMF; led MVP validation and beta programs and onboarded the **first 25 paying customers**, the foundation for the \$0 → \$1M ARR scale.

Freshworks · London, UK + Chennai, India

Jun 2016 – May 2020

Senior Solutions Engineer, Customer Experience Suite

Jun 2018 – May 2020

- Closed **two of the year's largest UK mid-market / enterprise deals; President's Club 2018.**
- **Led ASEAN expansion as first and sole Solutions Engineer**: scaled mid-market/enterprise from **\$0 to \$1M ARR in year one**, refining GTM strategy with product.

Product Consultant, Customer Experience Suite

Jun 2016 – Jun 2018

- Strategic presales across MENA, UK, and US SMB markets; recognised as **"Master of Presales"** for top-tier pre-sales execution.

EDUCATION

Warwick Business School, London

Sept 2024 – Sept 2025

Post Graduate Diploma in Strategy and Innovation · **50% scholarship recipient**

Capstone: "Navigating Complexity: Strategic Product Operating Models for Startups in the AI Era"

Sastra University, Tamil Nadu, India

Jun 2012 – Sept 2016

B.Tech in Information and Communication Technology

SKILLS

Product: AI Product Management · Product Strategy · B2B SaaS · Generative AI · LLM Products · RAG · AI Agents · Agentic Workflows · AI Evaluation & Observability (Langfuse) · Product Monetisation · Pricing Strategy · ICP Definition · Customer Discovery · Product Operating Models · Vertical SaaS

Leadership & Strategy: Cross-Functional Leadership · Stakeholder Management · Product Vision · Mentorship · Investor Relations · M&A / Build-vs-Buy Diligence · Competitive Strategy · Strategy & Innovation · Market Research · Discovery Programs · Category Positioning · Go-to-Market