

NISHAN MAHBUBANI

Senior Product Manager | AI-Augmented Delivery | Mobile & Public Safety Platforms

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Senior Product Manager with **12+ years** shipping mission-critical platforms for public safety, financial services, and enterprise clients, including a **10-year Microsoft engagement** leading a real-time crime center platform and its mobile apps for a major U.S. city's public safety program. Builds and runs **production AI systems hands-on** (agentic workflows, LLM evaluation, MCP integrations, RAG) and uses that fluency to scope AI features realistically and move engineering teams faster.

700K+

weekly logins across the platform suite

80%+

faster 311 resolution time in pilot

10 yrs

at Microsoft, PO to mobile portfolio lead

10+

production AI and automation workflows

EXPERIENCE

Microsoft Contract · City-Scale Public Safety Program Aug 2016 – Present

Mobile Product Manager CURRENT Jan 2023 – Present

- Lead the dev and QA team for a **6+ app mobile suite** (311 dispatch, digital Activity Log, alerting/subscriptions, search, 911 jobs) supporting **700K+ weekly logins** across mobile and desktop. Rebuilt **311 Mobile** into a full operational workflow (supervisor/self-assignment, multi-job handling, arrival/closure tracking, spam detection and grouping, citywide case-management integration), now handling **30K+ requests and 300K+ job views weekly**.
- Led the pilot design and measurement framework for the new 311 workflow: validated **580 mobile-managed requests against 1,740 legacy cases**, cutting average resolution time from **1.36 days to 0.26 days (80%+ faster)**.
- Replaced the paper memo book with a **mandatory digital Activity Log for every patrol officer**, used by supervisors for daily oversight and relied on by internal affairs, courts, and investigators; now **1M+ entries and 100K+ users weekly**.
- Own **real-time alerting and subscription-based intelligence distribution**: drones, plate readers, persons/vehicles of interest, geofences, and cross-agency/611 alert sharing.
- Delivered the **drone-as-first-responder integration**: real-time drone video in the desktop platform, plus deployment tracking and metrics.
- Introduced **AI-assisted analysis**: built an MCP server giving Claude read-only SQL access to service-request data for plain-language querying.

Product Owner, Managed Maintenance Support Aug 2016 – Jan 2023

- Owned a **real-time crime center and counter-terrorism platform used by 30,000 officers** (20,000 daily active), fusing a citywide sensor network (thousands of CCTV feeds, license plate readers, 911 and records data) into one operational picture.
- Platform is credited with an estimated **\$50M/yr in operational savings**.
- Owned desktop, mobile, and tablet apps delivering **live alerts, records, and camera access**.
- Led a **multi-million-dollar regional integration** unifying multiple source systems.
- Owned requirements as the **system of record**: enforced structure, versioning, and traceability from requirement to backlog item, test case, and release note ahead of CAB and executive sign-off.

AI & Automation Engineering Personal Production Systems 2024 – Present

- Self-hosted AI platform on three always-on servers, run like a product: phased roadmap, KPIs, backlog.*
- Agentic incident response**: shipped an error-review bot in three phases (detection, tiered escalation, AI noise analysis) with a shadow-mode cutover and one-click remediation.
 - LLM evaluation**: benchmarked and migrated self-hosted inference (Llama 3.1 to Qwen2.5-Coder), then swapped to a rules-based classifier when data showed it was more reliable.
 - MCP + RAG**: built MCP servers (knowledge base, Postgres/Docker ops, tasks) connecting Claude to live systems, plus an auto-syncing RAG knowledge base.
 - Full-stack product**: health data platform (FastAPI, PostgreSQL) with wearable-device ingestion and a watchOS app; 10+ n8n workflows for ops dashboards and digests.

EARLIER EXPERIENCE

Infusion Senior BA / Product Owner (CSPO) May 2014 – Aug 2016

- Product owner for a **tablet and personal-device inflight entertainment** platform for BAE Systems; authored FRDs, user stories, and acceptance criteria with UX/UI.

JP Morgan Chase Business Systems Analyst Jul 2013 – May 2014

- Wealth Management onboarding modernization: **cut documentation 50%**, pre-populated **50%+ of fields**.

I don't just write AI requirements. I ship and run AI systems.

AI TOOLKIT

Claude Claude Code

MCP Ollama Llama / Qwen

RAG pgvector n8n

Agentic workflows

CORE STRENGTHS

- AI Product**
LLM evaluation · Prompt engineering · AI feature scoping · AI-assisted delivery
- Product Leadership**
Roadmapping · Operational analytics · Backlog governance · Requirements engineering · Stakeholder management · GTM
- Delivery**
Agile / Scrum · Hybrid Waterfall-Agile · UAT & CAB readiness · Release management

PLATFORM & TOOLS

Azure DevOps

SQL / PostgreSQL Docker

Python FastAPI

REST APIs CI/CD Excel

DOMAINS

Public Safety

Mobile Field Ops 311 / Civic

Financial Services

Aerospace

EDUCATION

Rutgers University
B.A. Economics & Psychology · GPA 3.6

CERTIFICATION

Certified Scrum Product Owner
Scrum Alliance · 2014