

Sagar Hugar

Product Manager, Agentic AI & Cross-Functional Delivery

hugar1813@gmail.com • +91 80958 03061 • Bengaluru, India • [LinkedIn](#) • [Substack](#)

Profile

I'm a product manager who builds agentic AI systems, not just plans them. Most of my work has been 0 to 1: voice, language, and agent orchestration, including voice agents that now handle millions of calls a month, plus a suite of agents I'm currently building for GTM teams in the AEC space. I run the full delivery lifecycle myself, scoping the cross-functional plan, gating releases through evals, and clearing dependencies before they turn into problems. I also build things directly: prototyping fast with Claude Code, writing my own specs and test scripts, running the customer interviews myself, and pressure-testing before anything scales.

Experience

■ **Product Manager (AI Agents)** 10/2025 – Present
Kantiv (formerly Joist AI) Bengaluru, India

- Lead Agent Hub, where GTM and marketing teams at AEC firms run a suite of agents – proposal creation, compliance checks, document tagging, research – to build and ship their documentation workflows.
- Own delivery end-to-end across five functions – engineering, design, data, sales, and client teams – on a two-week release cadence, owning testing and QA before every release and managing dependencies and readiness against client go-live dates, while reporting progress and risk up to leadership.
- Set up evals as a release gate – quality and accuracy checks agent outputs must clear before reaching clients – and run recurring customer interviews with AEC GTM teams to validate scope before it hits the roadmap.
- Led the platform UX revamp and moved the core experience to a chat-based interface, so users express intent in language instead of navigating menus.
- Positioned the product as the system of record and execution layer for AEC GTM teams, and shaped pricing for the agent suite around how teams land and expand usage.

■ **Associate Product Manager (Voice Agents)** 08/2024 – 09/2025
Reverie (Reliance Jio Platforms) Bengaluru, India

- Founding team member on Indocord, a platform for building GenAI voice agents for BFSI and e-commerce support, scaled to handle millions of calls a month across enterprise customers.
- Built and owned the eval gate for voice agents – automated regression testing on prompts and flows, plus quality checks required before anything shipped to production.
- Managed stakeholder alignment and delivery risk across engineering, design, data, sales, and client teams to keep the roadmap on track through rapid scaling; ran customer and client interviews to pressure-test flows before scale-up.
- Worked on the LLM-NLU hybrid approach and the latency/cost tradeoffs of real-time voice, and explored speech-to-speech, tool calling, and Model Context Protocol (MCP); prototyped with Lovable and v0.dev.

■ **Conversational Experience Designer** 10/2023 – 07/2024
Skit AI Bengaluru, India

- Built chatbots and voice bots for the US debt-collection industry, with guardrails and compliance checks so they stayed within legal bounds in a heavily regulated space.
- Worked across intent-entity recognition, flow mapping, dialogue management, and prompt engineering, coordinating closely with compliance and engineering stakeholders.
- Set consistency standards (personality, tone, inclusivity) and kept conversations natural – clean turn-taking, low cognitive load, drawing on psychology and linguistics.

■ **User Experience Designer** 11/2022 – 06/2023
Salzburg AG Salzburg, Austria

- Built a persuasive-design app for optimizing solar energy use, and reworked onboarding to cut sign-up drop-offs by 20%.

Education

M.Sc. Human-Computer Interaction*, University of Salzburg 10/2021 – 09/2023
M.A. New Media & Digital Culture*, University of Amsterdam 09/2019 – 08/2020
B.A. Journalism (Honours), Christ University 05/2016 – 04/2019

**Dropped out after three semesters, without completing thesis.*

Skills

AI / Agents: Agentic systems • Agent orchestration • Evals • RAG • Tool calling / MCP • Guardrails • Prompt engineering
Program & Delivery: Cross-functional roadmap ownership • Stakeholder management • Risk & dependency tracking • Release / eval gating • Customer & client interviews • Linear (also Jira, Notion)
Product: Product strategy • 0→1 product • Product analytics • GTM & pricing • User research • Conversation design
Languages: English (Native) • Hindi (Native) • Kannada (Native) • German (B1)