

Mihir Parmar

Founder & Product Leader | Luxury Travel · AI-Native Operations

+1 (908) 745-9085 | parmarmihir@gmail.com | San Francisco Bay Area
mihirparmar.ai | linkedin.com/in/mihir-r-parmar | github.com/mihirparmar-ai

ABOUT ME & SKILLS

Founder and product leader at the intersection of travel and AI - the ICP travel-tech builds for: a working luxury travel advisor (**\$500K+ annual bookings**, 100% repeat/referral growth) who runs the advisory on an **AI operating stack built from scratch** - Claude Code agents + skills, **scheduled agent automations**, custom agents - covering research, itinerary QA, client lifecycle, and content. Behind that: a decade-plus of product leadership on high-trust platforms - Zillow's **rentals marketplace** (digital leases: **doubled landlord activation**, share **18% → 30%**) and **document intelligence (1M+ docs/year)** - plus banker workflow platforms at Goldman Sachs, Deutsche Bank, Credit Suisse, and UBS. I know travel from the inside - suppliers, margins, seasonality, what travelers actually need - and I build products that scale that judgment.

Core Skills & Toolkit:

- **Travel & Hospitality:** Trip design & itinerary QA • Supplier/DMC sourcing & negotiation • Pricing & margin management • Client lifecycle & retention • Destination intelligence
- **AI / Data Systems:** Agentic workflows & automation (Claude Code, scheduled agents) • LLM product design • Human-in-the-loop + guardrails • Experimentation / A/B testing
- **Product Leadership:** 0→1 + scale • Marketplaces & two-sided growth • Customer discovery & user research • GTM & launches • Financial modeling / ROI
- **Domains:** Travel & Leisure • Marketplaces • PropTech • FinTech • Regulated Workflows
- **Hands-on tools:** Claude Code / Cowork • Claude • ChatGPT • Gemini • Custom AI agents (OpenClaw) • Replit • Lovable • Figma / Figma Make • ElevenLabs

PROFESSIONAL EXPERIENCE

En Route Luxe - Founder | San Francisco Bay Area | 2025 - Present:

Boutique luxury travel advisory built on the idea that luxury should feel personal, not transactional.

- **Business:** built a **0→1 luxury travel advisory** on lifelong client relationships: **20+ clients/year**, **50+ trips/year**, **\$500K+ annual bookings** across **30+ countries** - 100% repeat/referral growth, powered by continuous first-hand traveler discovery.
- **Built the advisor-enablement stack I'd buy:** AI agents + automations (Claude Code agents/skills, **scheduled agent automations**, custom agents) embedded directly into the working workflow - client intake and preference capture, research, itinerary assembly, booking QA, content - not side tools.
- **End-to-end product:** destination intelligence, curated itinerary design, **supplier/DMC sourcing and negotiation across four continents**, pricing and margin management, payment operations.
- **Reliability as product:** automated **guardrails** (closure checks, transfer buffers, ticketing rules, contingency paths) that de-risk complex itineraries and build client trust.
- **Complex group operations:** designed and ran a **25-traveler, 6-family Kenya/Tanzania expedition** timed to the Great Migration - including re-routing the entire group within six weeks of departure after an airline cancellation.

Zillow Group - Principal Product Manager (Documents + Rentals Marketplace) | San Francisco Bay Area | 2019 - 2026:

Built Zillow's document intelligence platform end-to-end and helped grow the rentals marketplace.

- **Zillow Rentals (marketplace growth):** shipped digital leases nationally in ~12 months; instrumented the lease funnel (create → send → sign) and iterated with experiments - **doubled landlord activation** and grew **market share 18% → 30%**, reinforcing Zillow as the leading rentals marketplace.
- **Platform scale:** scaled a multi-tenant Document Platform across **8 business units / 20+ teams**, processing **~1M+ documents/year** at **95%+ platform accuracy**.
- **Applied AI:** shipped **multimodal LLM document understanding** to production, making per-field confidence (not average accuracy) the ship gate: confidence-based routing with human-in-the-loop guardrails, accuracy from **~85% to 98%+ (~100% on reviewed compliance fields)** - automation that absorbed ~\$2M/yr of manual labeling and review operations.
- **GTM & launches:** drove launches across business units with shared success metrics, positioning, and adoption playbooks; owned **~\$7M budget** and build-vs-buy strategy.

Deutsche Bank, Credit Suisse, UBS | Product Management (FinTech Platforms) | New York & Singapore | 2013 - 2019:

- Led a **25-person global** cross-functional team (Engineering, Design, Data) that **shipped iOS/web workflow tools + analytics**, boosting investment-banker productivity **~30%** while meeting strict regulatory standards.
- Championed a **\$5M business case** to re-engineer the prime brokerage platform - **onboarded 10+ clients**, drove **\$50M annual revenue**, and reduced ops costs **\$500K/year** through automation and operating-model improvements.
- Owned **end-to-end product delivery (discovery → roadmap → launch)** across regions; aligned compliance, risk, and legal stakeholders to drive adoption and improve user satisfaction.

Deloitte | Management Consultant | New York | 2011 - 2013:

- Built a **100+ metric vendor scorecard** to guide **buy-vs-build decisions** for a hedge fund's global portfolio management systems, aligning stakeholders on requirements, vendor selection, and roadmap tradeoffs.

Goldman Sachs | Software Engineer | New York | 2007 - 2011:

- Built automation to **model hedge fund flows and streamline trade booking** - cutting manual errors and **saving \$600K+ annually** in operational costs.

EDUCATION

New Jersey Institute of Technology - Master of Science (M.S.), Computer Science	2006 - 2007
Vishwakarma Institute of Technology (University of Pune) - Bachelor of Engineering (B.E.), Electronics and Telecommunication	2001 - 2005