

Mihir Parmar

Principal Product Manager | AI Product Builder

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ABOUT ME & SKILLS

AI-first product leader and **senior IC** (ex-Goldman engineer, ex-Deloitte consultant) who **ships production AI in high-stakes domains**. I turn ambiguous, messy workflows into products professionals trust - through deep **customer discovery**, **rapid AI-assisted prototyping**, and the **evals, guardrails, and human-in-the-loop systems** that take LLMs from demo to production. Hands-on by default: I run my own business on **AI agents I built**.

Core Skills & Toolkit:

- **AI / Data Systems:** LLM product design • Evals & AI quality (golden datasets, accuracy gates) • Agentic systems (tool use, context management, memory/skills) • Document understanding & generation • Human-in-the-loop + guardrails • Rapid AI prototyping
- **Product Craft:** Customer discovery & user research • Experimentation / A/B testing & instrumentation • 0→1 + scale • Cross-org alignment • Executive storytelling • GTM & launch enablement
- **Platforms:** Enterprise B2B SaaS • APIs • Security & governance • Reliability • Build vs. buy
- **Domains:** PropTech • FinTech • Marketplaces • Transaction & Document Systems • Regulated Workflows
- **Hands-on tools:** Claude Code / Cowork • Claude • ChatGPT • Gemini • Custom AI agents (OpenClaw) • Replit • Lovable • Figma / Figma Make • ElevenLabs

PROFESSIONAL EXPERIENCE

Zillow Group - Principal Product Manager (AI Document Intelligence Platform) | San Francisco Bay Area | 2019 - 2026:

Built Zillow's document intelligence platform end-to-end - from a reusable multi-tenant foundation, to national-scale proof with Zillow Rentals digital leases, to an AI-first document + workflow product for brokers and agents.

- **Shipped multimodal LLM document understanding to production** - confidence-based routing with human-in-the-loop guardrails; partnered deep with engineering on model selection, confidence thresholds, and cost/latency tradeoffs - raising accuracy from ~85% (OCR/NLP) to **98%+**, with **~100% on reviewed compliance-critical fields**, across **1M+ documents/year**.
- **Built the eval practice that gated every rollout:** golden datasets, per-field accuracy gates, and production quality monitoring - the system that turned AI that demos well into AI that professionals trust with compliance documents.
- **Customer discovery → product:** ran continuous discovery with brokers, agents, and transaction coordinators, then consolidated the document stack (e-sign, secure storage, compliance, and fillable-document preparation from MLS and brokerage templates) into **one platform: the foundation for all real estate documents at Zillow** (automated paperwork, compliance, reporting, and proactive next-best actions); early pilots showed **~60% less admin time/deal** and **~\$1M annual savings** for a mid-size brokerage.
- **Zillow Rentals (flagship proof at scale):** 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%**.
- **Platform scale + GTM:** scaled a multi-tenant Document Platform across **8 business units / 20+ teams (1M+ docs/year, 95%+ platform accuracy)**; drove launches with shared success metrics, positioning, and adoption playbooks across Director/VP stakeholders.
- **LLM/vendor strategy & cost:** owned **~\$7M annual budget**; led build-vs-buy across 3 vendors + internal PoC (integrated in ~4 weeks vs ~6-month build), scaled to **5+ use cases/quarter** while managing model + licensing cost - eliminating **\$2M+ annual OPEX**.

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

- **A production environment, not a demo:** 0→1 luxury travel advisory built on lifelong client relationships: **20+ clients/year**, **50+ trips/year**, **\$500K+ annual bookings**, itineraries across **30+ countries**, 100% repeat/referral growth - real users, real revenue, and weekly first-hand customer discovery riding on the AI stack below.
- **Shipped a working agent stack and run the business on it daily:** Claude Code agents + a library of custom skills (destination research, itinerary assembly and QA, brand voice, content engine), **scheduled agent automations**, and custom agents - hands-on with tool use, context management, memory/skills, and the real failure modes of agentic systems in production.
- **Guardrails + human-in-the-loop by design:** automated checks (closures, transfer buffers, ticketing rules, contingency paths) catch failure modes before clients see them; agents draft, the human reviews - the same confidence-based review pattern I shipped at Zillow.
- **Deliberate automation boundaries:** judgment calls - supplier selection, disruption response, taste - intentionally stay human. Knowing what NOT to automate is the product thesis (and the subject of my public writing on AI-native product work).

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.
- Partnered with portfolio managers, traders, and compliance teams on roadmap execution for a next-gen global portfolio management and trading platform supporting **\$100B+ AUM and 10K+ daily transactions**.

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