

Hiren Ghughal

Technical Product Leader | 0 → 1 Specialist

📞 +91 88799 19161 • ✉ ghughalhiren@gmail.com • 📍 Mumbai, India

🌐 <https://www.linkedin.com/in/hiren-ghughal-40a79288/>

SUMMARY

Results-driven coder with 6+ years of experience across travel technology, SaaS, and IoT startups, specializing in 0 → 1 product development and platform integrations. First technical hire at 2 startups; launched scalable platforms using first-principles thinking, improved conversion and pricing accuracy through analytics; Led lean teams to deliver modular, user-centric applications with rapid execution

EXPERIENCE

Scale.ai

Remote, India

AI trainer - RLHF & Model evaluation

Feb 2025 - Present

- Trained and evaluated LLM outputs using Reinforcement Learning from Human Feedback (RLHF) workflows to improve response accuracy, safety, and alignment across 8+ rubrics like quality, factual correctness, compliance etc. to support preference-learning datasets and reward training
- Applied prompt engineering and adversarial testing to uncover edge cases, identify failure modes, and enhance dataset quality for iterative model improvement cycles

Clubhub.ai

Remote, India

Product Analyst - Part of a global team from 10 countries

Oct 2024 - Feb 2025

- Transformed the traditional timeshare model into a subscription-based membership platform by conducting customer discovery interviews, defining business requirements, and introducing loyalty rewards modules, driving greater engagement and improved unit economics
- Independently scoped and architected an AI powered chatbot, designing a RAG pipeline (web crawling to vector DB to LLM) to index 5,000+ pages of third-party technical docs within a \$80/month budget
- Evaluated and onboarded and integrated hotel suppliers with the internal booking engine, streamlining workflows and improving page load performance by 15%

Adventure India Journey

Delhi, India

Business Analyst - Senior Product Team making Multi-country Platform

Sep 2023 - Aug 2024

- Led requirement gathering, backlog prioritization, and roadmap planning for a multi-country, multi-module travel platform, enabling agile execution across Japan, EU, and Southeast Asia
- Authored BRDs and PRDs for multilingual mobile-first app, ensuring compliance with payment regulations (PCI-DSS), data privacy (GDPR), and WCAG standards across 8+ markets
- Challenge: ML pricing model showed unstable forecasting due to sparse multi-market datasets. Solution: Introduced structured hypothesis testing and A/B experimentation framework. Result: Improved pricing accuracy by 18%, reducing prediction error and margin leakage
- Partnered with engineering teams to design data inputs and UX workflows for a personalized hotel recommendation engine using AWS Personalize, integrating behavioral, content, and demographic signals, resulting in a 25% increase in booking intent
- Led API integrations with IndiGo airline systems, ensuring robust data flow with fallback mechanisms and monitoring to maintain <0.5% downtime across booking operations
- Designed social commerce and e-commerce modules alongside core travel bookings; built flexible payment layer integrating 10+ providers (Razorpay, Stripe, PayPal, local gateways) to enable localized checkout and billing compliance

Cloudchef

Mumbai, India

Product Operations Manager - Making AWS for food; drove GTM in India, USA

Nov 2021 - Aug 2023

- Built real-time operational dashboards tracking kitchen utilization, order velocity, ingredient waste, and equipment performance, supporting 120% revenue growth over 2 quarters

- Led POS system integrations with Petpooja and custom systems, establishing API-based transaction sync, improving order-to-payment accuracy by 18% through auto reconciliation
- Designed data architecture for multibrand kitchen operational analytics, enabling real-time tracking of system efficiency, order flow, and ingredient usage across distributed locations
- Reduced operational P&L costs by 23% through the cloud kitchen profitability optimization initiative focused on process efficiency and resource utilization across high-tech kitchen ops
- Supported the development of ML-models for ingredient doneness detection using IoT sensor data and computer vision, optimizing automated procedures and reducing quality checks by 60%

Voyaah

Bangalore, India

Head - Data and Technology - First technical team hire

Aug 2020 - Oct 2021

- Goal: Launch travel platform in record time despite being new to the industry. Challenge: No existing architecture, team, or supplier relationships. Execution: Defined modular product architecture; established delivery processes (documentation, sprint planning), hired and led a 10-member team (developers, QA, designers, content); launched Flights, Hotels, Activities modules in 9 months
- Designed and implemented A/B testing frameworks, increasing conversion rates by over 22%
- Established integrations with 8+ global platforms including Trawex, Viator, GetYourGuide, and Aviation Edge, maintaining API response times under 300ms
- Built a B2B revenue stream by developing a pilot partnership pipeline with enterprise clients (CRED, Flipkart, Multipl, Club Vistara, Intermiles), delivering custom API integrations and white-label travel websites - tripling B2B lead generation in 6 months
- Debugged complex API workflows using Postman, implementing automated testing and monitoring to ensure stable platform performance and rapid issue resolution

Cloudchef

Mumbai, India

Operations Manager - First employee

Jan 2019 - Jul 2020

- Led vendor management, IoT product manufacturing coordination, and supply chain management for kitchen automation development across India and USA deployments

EDUCATION

B.Tech. in Metallurgical Engineering And Materials Science

Jul 2013 - Apr 2019

IIT Bombay

Mumbai, India

- Transitioned from materials science to product and technology through self-directed learning and acquired proficiency in product management, AWS, SQL, core machine learning and AI concepts

SKILLS

Product & Analytics Tools: Jira, Looker, Google Analytics 4, Miro, Notion, Whimsical, Google Sheets, Postman

Cloud & Platforms: AWS (Route 53, S3, SNS, Amplify, CloudWatch, Pinpoint, DynamoDB, ELB, certificate manager), Azure (Azure Virtual Machines, Azure App Service, Azure Databricks, Azure Kubernetes Service, Azure Load Balancer, Azure DNS, Azure Monitor)

Programming & Querying: SQL, Bash, CLI, Python

Collaboration & Development: GitHub, Slack, Visual Studio Code

Domain Expertise: Travel Technology, IoT/Smart Automation, SaaS, Cloud Kitchens, Multi-country Platforms, B2B Integrations for B2C products

CERTIFICATIONS

Data Science professional - IBM via Coursera

Jul 2020

Completed modules: Database and SQL for Data Science, Data Science Methodologies, Python for Data Science and AI, Open Source Tools for Data Science

Product Management Accelerator - GrowthX

Jun 2023

Mastered customer Acquisition, Onboarding, Retention, Engagement, and Monetization strategies for digital products