

Maneesh Sharma

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SUMMARY

Product leader with 11 years in enterprise SaaS, the last three building agentic AI that enterprises run in production: multi-agent platforms, MCP tool ecosystems, and the telemetry, security, and ROI systems that make agents trustworthy.

EXPERIENCE (11 YEARS)

Senior Product Manager, AI

Dec 2025 - present

RingCentral Inc.

Belmont, CA

- Own strategy and roadmap for AI Garage, RingCentral's enterprise AI platform, evolving a 144-tool marketplace with 50+ live agents into a headless, API-first product for 1M+ end-users.
- Launched 20+ enterprise MCP connectors (Salesforce, Anaplan, DocuSign, Concur, Atlassian, ACE, and more), the first six in one quarter, setting the reference architecture for all that followed.
- Drove Ringo, a multi-domain agentic assistant built on Claude, from initial connector architecture through multiple relaunches, unifying IT, HR, Sales, Finance, and Support workflows behind a single agent.
- Leading agent-first IT support: an agent that diagnoses issues using context from 7 enterprise systems, resolves what policy allows, and escalates the rest with an AI-enriched ticket.
- Built an AI security agent that statically scans every submitted codebase before launch, cutting deployment friction 35% while enforcing enterprise security standards.
- Designed agent telemetry and a three-phase ROI system (calibration loops, leaderboards, audit logging) for executive reporting, and launched usage-based billing for MCP consumption.

Senior Product Manager, AI

Aug 2023 - Dec 2025

Aisera Inc.

Palo Alto, CA

- Owned agentic AI platform products for Aisera's enterprise SaaS offering: composable, self-serve agent workflows that customers and implementation partners deployed without custom engineering, driving \$150M+ in joint business value.
- Built agent analytics and feedback loops that diagnose agent behavior in production, cutting conversation abandonment 27% and raising task success rates.
- Designed multi-agent orchestration patterns and deployment blueprints that reduced customer implementation time 42% and accelerated deal closure 26% through pre-sales enablement.

Senior Product Manager

Jul 2021 – Jun 2022

VMEdU Inc.

Bangalore, India

- Drove development and GTM of a digital learning platform MVP with analytics-driven cohort personalization.

Product Manager; previously iOS Engineer

Jan 2016 – Nov 2020

Zoho Corporation

Chennai, India

- Led a 29-person cross-functional team on enterprise SaaS products; ran 100+ customer interviews that shaped the roadmap and lifted adoption and engagement 10%.
- As an engineer, built AI-driven geo-fencing and automated content management modules for ManageEngine MDM, used by 500K+ enterprise users.

EDUCATION

Carnegie Mellon University

Aug 2022 – Aug 2023

Master of Science in Product Management

Mountain View, CA

- Leadership: Students' Leader, Peer Career Consultant, Teaching Assistant for Product Definition and Validation

SKILLS

Agentic AI: multi-agent orchestration, tool use and MCP, agent telemetry, AI security and governance, human-in-the-loop design

Product: 0-to-1 and platform strategy, roadmapping, usage-based pricing, ROI measurement, customer discovery

Technical: Claude, Amazon Bedrock AgentCore, MCP servers, enterprise APIs (Salesforce, Okta, Workday), iOS

AWARDS

Winner, Amazon AWS Agentic AI Hackathon (Jul 2025): agentic orchestrator on Bedrock AgentCore with an agent registry

Winner, Aisera Agentic Hackathon (May 2025): autonomous-agent test automation for conversational systems