

Shivam Sharma

AI Product Manager · Rochester NY · shivamsharma2023@gmail.com · linkedin.com/in/shivamsharma23

SUMMARY

AI Product Manager who builds end-to-end. Currently shipping Maya AI at ESC Partners, a customer-support assistant for utility companies. Two prior exits as a founder in the UK and MENA (\$575K combined, roughly \$5M influenced in deals closed). MS in AI in Business from Simon Business School (December 2025).

EXPERIENCE

AI Product Manager — ESC Partners

Rochester NY · January 2026 — present

Built Maya AI end-to-end as the only AI person on the team in approximately 2.5 months. Voice, chat, SMS, email, mobile, plus an internal console agents use to navigate Oracle CCS. Stack: FastAPI, React, AWS Bedrock, DynamoDB, deployed on Render. Pilot at 40+ agents on one US utility client. Maya handles 70 to 80% of inbound support volume at first touch, removing roughly 100+ manual emails from a manager's inbox per day.

Senior Product Manager — Assisted Living Locators

Remote CA · October 2025 — January 2026

Marketplace product matching families with care options. Owned the matching flow, the agent-facing console, and the data work behind both.

Founding Product Manager — Vollie Inc.

Buffalo NY · May — December 2025

Founding PM on an early-stage AI product team. Wrote the first eval suite, scoped the first three features, killed the wrong ones before they shipped.

Product Lead — Ain Center for Entrepreneurship

Simon Business School · January — December 2025

Built the application stack students used to apply to programs and grants. Ran in parallel with the master's.

Founder — CloudApproach + Approachables

London · Dubai · United Kingdom + MENA · 2019 — 2024

Founded and ran two companies across the UK and Middle East. Sold both. \$575K combined exits. Roughly \$5M influenced in deals closed across the run (deals my team and I drove, not personal revenue).

EDUCATION

MS in AI in Business (STEM) — Simon Business School

December 2025

STACK

FastAPI · React · AWS Bedrock · DynamoDB · Oracle CCS · n8n · Render · Eval frameworks · LLM agents