

Kavil Rawat

Associate Product Manager

EDUCATION

Bachelor of Business Administration (BBA)

SRM Institute of Science and Technology, Chennai
First Class | CGPA: 7.1

Zoho School of Business

B2B SaaS Product Management & Marketing

Higher Secondary (Class 12)

National Institute of Open Schooling (NIOS)
Percentage: 73%

Secondary (Class 10)

RBK International School - IGCSE
Percentage: 77.6%

LINKS

LinkedIn

<https://www.linkedin.com/in/kavilrawat/>

Instagram

<https://www.instagram.com/kavilrawat.in/>

Medium

<https://medium.com/@kavilrawat>

SKILLS

AI Product Management | Generative AI

B2B SaaS | Low-Code No-Code

Vide Coding | Context Engineering

Product Discovery | Experimentation

PROJECTS

Chrome Extensions

<https://bit.ly/whatkavilhasbuilt>

Hackathon (Vibe Coding)

<https://bit.ly/in-eventconnecthackathon>

PM Tank Podcast

<https://bit.ly/pmtankpodcast>

Product Hunt

www.producthunt.com/@kavilrawat/submitted

Jagriti Yatra

<https://www.jagritiyatra.com/>

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🌐 www.kavilrawat.in

📍 India, Mumbai | Chennai

About

Associate Product Manager at Zoho Desk, managing discovery to launch for Generative AI features that improve support agent workflows at scale in a leading B2B customer support SaaS platform.

Previously founded and scaled a B2B essential supplies business selling products across India.

Experiences

AI Associate Product Manager

Zoho Corporation - Zoho Desk | Chennai, India

July 2024 - Present

- PM DRI for Zia, the Generative AI platform within Zoho Desk, owning cross functional execution with engineering, design, and stakeholders.
- Owned the Zia roadmap, translating user workflows into Generative AI features and relevant solutions shipped to production.
- Led use case discovery, AI UX, contextual prompting, and demos to support the launch of AI features.

AI Product Management Associate Intern

Zoho Corporation - Zoho Desk | Chennai, India

April 2023 - July 2024

- Worked as a Product Manager on core Zoho Desk initiatives, owning user stories and feature discovery end to end.
- Iterated on user stories, wireframes, and requirements based on feedback from senior PMs, engineering constraints, and real user input.
- Contributed to multiple feature rollouts and internal launches prior to full time conversion.

Apprenticeship - Zoho School of Business

Zoho Schools of Learning | Chennai, India

July 2022 - April 2023

- Completed a full-time apprenticeship focused on B2B Software as a Service.
- Built strong foundations in B2B SaaS, product thinking, and business fundamentals.
- Selected for a product management role at Zoho Desk.

CEO & Founder

Rawat and Son Traders (Doctokart) | Mumbai, India

September 2020 - June 2022

- Founded and scaled a B2B medical supplies business during the pandemic.
- Scaled the product line from 1 to over 50 products for salons & doctors.
- Owned product sourcing, vendor management, and nationwide distribution.