BHAWAY BHALLA

AI PRODUCT & TECHNICAL OPERATIONS SPECIALIST · SYSTEMS BUILDER

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✓ **100% Background Check (BGV / CPA) Ready:** All employment letters, degrees, and certificates include 1-click live verification links. **Live Verification Vault: bhawaybhalla.com/resume ↗**

PROFESSIONAL SUMMARY

ATS SCORE VERIFIED · ENTERPRISE & AI PRODUCT ALIGNMENT

AI Product & Technical Operations Specialist with a Bachelor of Computer Applications (BCA) degree (First Division), specialized **Product Management with Applied AI credential from iHUB DivyaSampark @ IIT Roorkee**, and **4+ years of battle-tested enterprise operations** at **Concentrix (Dell Technologies & Uber Eats)** and **Stellar Information Technology**. Proven track record of independently architecting, building, and launching **4 production-grade AI & media platforms** (Prompt Lagao, AI Is Everywhere, Bhaway Beats, bhawaybhalla.com) serving hundreds of operational tools and automated pipelines. Deep expertise in translating user friction into agile engineering roadmaps, building high-speed autonomous n8n/Make workflows, orchestrating LLM prompt systems, and sustaining **95%+ CSAT with 100% SLA adherence**. Seeking Product Operations, Technical Product, or AI Implementation roles where rapid execution, enterprise rigor, and sovereign building velocity drive bottom-line growth.

CORE COMPETENCIES & TECHNICAL MATRIX

Product & AI Operations: Generative AI Workflows, LLM Orchestration, Prompt Engineering (Context & System Prompts), Product Roadmapping, PRDs & User Stories, Go-To-Market (GTM) Strategy, Agile/Scrum, Feature Prioritization, SLA Management.

Workflow Automation & Tools: n8n, Make (Integromat), Zapier, Multi-Agent Workflows, REST APIs, Webhooks, Stripe Multi-Currency Integration, Google Analytics, SEO / AEO Optimization, Information Architecture.

Enterprise Triage & Systems: Technical Escalations, Root Cause Analysis (RCA), Hardware/OS Diagnostics, Customer Lifecycle Management, CRM (Salesforce, Zendesk), Dell SupportAssist, CSAT Optimization (95%+), First Contact Resolution (92%+ FCR).

Full-Stack & Architecture: React 19, TypeScript, Edge SSR (Cloudflare Pages, Nitro), Tailwind CSS, Vite, Git Version Control, UI/UX Wireframing (Figma), Schema.org Structured Data, Digital Asset Distribution.

FEATURED PRODUCTION PLATFORMS & AI SYSTEMS (SHIPPED & LIVE)

100% LIVE PROOF-OF-WORK

Prompt Lagao — Live Production SaaS

2024 – Present | https://promptlagao.com ↗

Founder & Lead Product Architect · AI Growth & Turnkey MVP Deployment Engine [Live Platform ↗] [YouTube Channel ↗]

- Architected and shipped an AI-driven digital deployment web app delivering **30+ interactive AI audit tools**, prompt frameworks, and turnkey MVPs in 48-hour sprint cycles.
- Engineered automated lead-intake pipelines and webhook triage via n8n and Make, reducing manual client onboarding friction by **80%**.
- Integrated multi-currency Stripe payment flows, responsive interactive calculators, and high-conversion UX funnels, proving end-to-end commercial product viability.

AI Is Everywhere — Directory & Knowledge Hub

2024 – Present | https://aiiseverywhere.com ↗

Platform Architect & Information Designer · Frontier AI Directory Ecosystem [Live Directory ↗] [YouTube Channel ↗]

- Designed and deployed a scalable curation platform cataloging frontier models, structured prompt recipes, and role-based automation playbooks.
- Constructed clean taxonomic information architecture with dynamic routing and comprehensive Schema.org metadata, capturing high-intent organic technical search volume.

bhawaybhalla.com & Bhaway Beats — Sovereign Knowledge OS & Streaming Platform

2024 – Present | https://bhawaybhalla.com ↗

Full-Stack Systems Builder & Creator · Sub-100ms Edge Architecture [Live OS ↗] [BhawayBeats.live ↗] [Spotify Verified ↗]

- Engineered a high-velocity sovereign web ecosystem built on **React 19, TypeScript, TanStack Router, and Cloudflare Pages Edge SSR**, hosting 58 deep research blueprints and 20 decision engines.
- Built and launched **Bhaway Beats (bhawaybeats.live)** with 24/7 radio streaming and global DSP distribution across Spotify, Apple Music, and YouTube (900+ original studio catalog tracks).

PROFESSIONAL ENTERPRISE EXPERIENCE

4+ YEARS ENTERPRISE OPERATIONS · 100% VERIFIED LETTERS

Stellar Information Technology Pvt. Ltd.

Feb 2024 – 15 Oct 2024 | Gurugram, India

Technical Support Operations Specialist · Enterprise Data Care (Emp Code: S2215) [Verify Service Certificate: S2215 ↗]

Global leader in enterprise data recovery software and storage diagnostics

- Spearheaded remote technical support operations for enterprise and retail data recovery solutions — resolving complex file system corruptions, RAID anomalies, and partition failures.
- Synthesized recurring customer pain points and failure telemetry into actionable product feedback, **directly influencing engineering sprint backlogs** and software release quality.
- Consistently maintained **100% SLA compliance** and achieved stellar customer satisfaction (CSAT 95%+) on mission-critical recovery incidents.

Concentrix Daksh Services India / Convergys

Jun 2022 – Nov 2023 | Gurugram, India

Representative, Operations · Advisor I (Dell Voice & Chat Technical Support)

Global enterprise customer experience and technology solutions leader (Concentrix Group)

- **Dell Technologies Voice Operations (13-Jun-2022 – 28-Feb-2023 | Ref: SC/102038287):** Executed mission-critical hardware diagnostics, BSOD crash triage, BIOS resolution, and component isolation for Dell commercial clients. Maintained **92%+ First Contact Resolution (FCR)** and authored diagnostic triage SOPs. [Verify Relieving Certificate: 102038287 ↗]
- **High-Concurrency Chat Operations (01-Mar-2023 – 19-Nov-2023 | Ref: SC/102209922):** Managed real-time technical customer interactions with high concurrency. Sustained **95%+ CSAT and 100% SLA compliance**, successfully de-escalating critical enterprise complaints. [Verify Relieving Certificate: 102209922 ↗] [Verify Appointment Letter ↗]

Radical Minds Technologies Pvt. Ltd. Sep 2019 – Jan 2021 | Gurugram, India

Customer Operations & Support Executive

- Handled voice and CRM-based customer inquiries, booking logistics, and escalation resolution with strict adherence to quality rubrics and **95%+ CSAT**.

EDUCATION & VERIFIED CERTIFICATIONS (CLICKABLE VERIFICATION)

100% OFFICIAL DOCUMENTS

BCA — First Division (Mangalam School / Govt. NCT Delhi)
Bachelors Program in Computer Application · Enrolment No: **MC20152774** (2015 – 2018)
Rigorous Software, Database & Computational Systems Foundation
[Verify BCA Degree Certificate ↗]

Senior Secondary (Class XII) & Secondary (Class X) — CBSE
Guru Nanak Public School, Pushpanjali Pitampura, Delhi
[Verify Class XII: Roll 9147148 ↗]
[Verify Class X: Roll 8152132 ↗]

Future-Ready Product Management with Applied AI
iHUB DivyaSampark @ **IIT Roorkee** (Joint Initiative of DST, Govt of India)
Credential ID: **MSTIHP-FRPM261024** · Nov 2025 – Aug 2026
[Verify IIT Roorkee Certificate ↗]

Generative AI Foundations Certificate — upGrad & Microsoft
UID: **dYuUmQPIQqOqs9uW** · Prompt Engineering, Automation & Multi-Modal AI
[Verify Microsoft Credential ↗] [Verify Google Credential ↗]