Mihir Panchal, MBA

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Product Leader and Hands-On AI Builder · **Talk to customers. Build what matters. Ship, learn, repeat.**

Customer-obsessed product leader who runs the full loop: talking to customers, breaking their problems into prioritized features, building and shipping the product, then learning what works and iterating. Led multiple zero-to-one products and platforms at startups and enterprises, including Thomson Reuters and RBC, across business-to-business (B2B) and business-to-consumer (B2C) in EdTech, regulated FinTech, and tax and legal software-as-a-service (SaaS).

Self-taught engineer who learned to structure and write code through Stanford's CS193P iOS course, then moved into full-stack web; coding for nearly a decade and now building full-time as founder of Coralworks. Architect agentic systems, large language model (LLM) orchestration, and model evaluation, backed by commercial depth in pricing models, partner initiatives, vendor relationships, sales playbooks, and Salesforce and marketing integration.

CORE COMPETENCIES

- LLM Integration and Agentic Systems
- Agent Orchestration
- Prompt Engineering
- LLM Evaluation and Model Comparison
- Full-Stack Development
- Custom Integrations and Data Pipelines
- AI-Assisted Support and Conversational AI
- Enterprise Search
- Rapid Prototyping and Proofs of Concept (POCs)
- FinTech and Regulated SaaS
- Customer-Facing Technical Delivery
- Security and Compliance Awareness

TECHNICAL SKILLS

Languages and Frameworks: TypeScript / JavaScript (Primary), Python, React / Preact, SvelteKit (Full Stack), Node.js

AI and Agent Systems: OpenAI / Gemini / Grok / Anthropic APIs, Vertex AI, Agent Orchestration, MCP Servers, Multimodal Pipelines (Text, Image, Voice, Transcription)

Web Applications: Full-Stack Web Applications (Apps), REST APIs, Real-Time Data Pipelines

Mobile and Browser: iOS (Swift), Chrome Extensions

Cloud and Infrastructure: GCP / Firebase, Snowflake, OAuth

Business Integrations: Stripe, Salesforce Ecosystem and Apex, HubSpot

Development Tools: Cursor, Claude Code, Codex, Jira, Zendesk, Azure DevOps

PROFESSIONAL EXPERIENCE

Coralworks Innovations Inc. · Toronto, ON — XX – Present

Founder and Solo AI Builder

Founded and run an independent AI product studio as a solo technical builder. Architect and ship suite of end-to-end AI applications, agentic tools, and automation engines across web, iOS, and API ecosystems.

- Built and shipped AI career sidekick known as Cruit (askcruit.com) using custom agent harness with intent detection, specialist routing, tool-calling, prompt chaining, and chat-history persistence.
- Achieved XX+ registered users, XXK to XXK daily organic search impressions, and paid conversions via Stripe with tool-based gating.
- Developed and launched iOS AI storybook app, Kukulala, featuring automated pipeline for rendering story playback videos for social media and providing multimodal generation across XX languages, XX illustration styles, and XX+ voices.
- Open-sourced provider agnostic library enabling near-zero boilerplate LLM calls via JSON definitions, branding as Agent Pulse and featuring low-friction tool-calling and prompt chaining orchestration across studio products.
- Built LLM persona simulation system generating hundreds to thousands of synthetic customer profiles, pilot testing feature reactions, price sensitivity, and propensity to buy pre-launch.
- Delivered suite of AI-assisted developer utilities, including app store screenshot generator with translation, markdown cleaner, and grid-image splitter with automated WebP, JPEG, and PNG compression.
- Introduced social posting and AI content engine integrating TikTok, Meta, X, and YouTube APIs, driving XXK daily page impressions.
- Engineered privacy-first, on-device extraction and AI spend categorization tool for bank and credit-card PDFs.

- Developed search engine optimization (SEO) analytics model context protocol (MCP) integrating Google search console with Google analytics and PostHog data in Python.

Thomson Reuters · Toronto, ON (Remote) XX – XX

Senior Product Manager

Reported to US-based leadership and collaborated with US colleagues relative to ownership of enterprise community, knowledge, and AI-assisted support platform. Addressed regulated tax, audit, and legal product lines with XXK registered users and XXK monthly active users (MAU).

- Led AI-enabled federated search across XX self-help platforms, integrating Coveo and AI-generated responses to simplify enterprise support journeys in regulated tax, audit, and legal domains.
- Increased support call deflection from XXK to XXK calls per month, projecting $XXM in annual savings.
- Owned roadmap, budget, objectives and key results (OKR) for enterprise community platform, growing sign-ups XXx and boosting engagement XX% year-over-year.
- Ran white-labeled, Verint-based communities' platform, integrating internally with Microsoft, Snowflake, HubSpot, and Zendesk APIs for powering data-driven internal systems.
- Cut product feedback cycle XX%, from XX to XX days, through launch of ideation communities that fed customer signals directly into product decisions.

RBC · Toronto, ON XX – XX

Senior Product Manager

Headed retail financial planning platforms known as MyAdvisor and managed the Workplace product roadmap in a heavily regulated financial services environment to deliver key initiatives.

- Built $XXM sponsor portal from scratch, establishing cross-platform business-to-business (B2B) group benefits servicing platform serving XXK+ business clients and integrating internal banking and financial services APIs.
- Added XXM clients to MyAdvisor through onboarding and user experience (UX) improvements and internal integrations.
- Launched strategic defined contribution pension plan (DCPP) member experience for products with total addressable market assets under management (TAM AUM) of $XXB per year.
- Developed AtWork tool to help employees maximize contributions to RBC group plans, helping XXK additional employees optimize retirement contributions.
- Stood up a new team and operating process to clear XX+ issue defect backlog, managing $XXM annual budget and raising delivery discipline across product area.

SchoolMessenger · Toronto, ON XX – XX

Product Manager

Guided products through complete life cycle, including market research, ideation, validation, Agile development, and go-to-market launch.

- Designed website creation content management system (CMS) used by XXK school districts and XXK+ websites.
- Unveiled SchoolMessenger mobile app and brought Practicum mentor matching from concept to market in XX months.
- Created a data-driven CMS pricing model that generated $XXM in additional year-over-year revenue.
- Partnered with sales to improve performance, employing competitive intelligence and attack sheets, using Salesforce to enhance data capture, and integrating with marketing automation systems.

Tech Mahindra · Mumbai, IN · London, UK XX – XX

Tech Lead

Managed customer relationship management (CRM) solution design and customer-facing delivery for large telecom clients.

- Led CRM solution design for telecom with XXM subscribers and revamped B2B support portal serving XX business customers.
- Built automation tools and coordinated production performance verification, saving XX+ person-hours per day.

EDUCATION

- Master of Business Administration (MBA), University of Oxford, Oxford, UK
- Bachelor of Engineering (BEng), Electronics and Telecommunications, University of Mumbai, Mumbai, IN