

Mudit Mogla

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SUMMARY

Senior Product Manager with 10+ years of experience leading multi-product SaaS and AI-driven platforms across B2B, B2C, and marketplace environments. Proven track record of owning product strategy, delivering 0 - 1 launches, and driving data-informed growth initiatives. Experienced in aligning executive stakeholders, scaling platform capabilities, and delivering measurable outcomes across retention, monetization, and operational efficiency.

CORE SKILLS

Product Strategy & Lifecycle • AI/ML Product Leadership • Growth & Monetization • A/B Experimentation • Stakeholder & Executive Alignment • Customer Discovery • OKR/KPI Frameworks • Agile/Scrum • LLM-Enabled Workflows • Behavioural Modelling • Churn Prediction • AWS • SQL • React • Figma • Miro

PROFESSIONAL EXPERIENCE

Product Manager – SaaS & AI/ML

Canadian Internet Registration Authority (CIRA) | Ottawa, ON | Apr 2022 – June 2026

- Owned the vision, strategy, and multi-year roadmap for AI-powered cybersecurity products, leading end-to-end product development from customer discovery, market research, persona creation, UX design, and business case development through launch, growth, and optimization.
- Launched CIRA Hub from 0→1, a cloud-native platform that unified multiple cybersecurity products, reduced customer onboarding by 30%, improving TTV and providing users faster analytics to take action real time, handling 2M+ ARR.
- Built a self-service e-commerce portal enabling reseller partners to purchase products, manage licenses, and handle billing online, reducing manual sales effort and shortening the sales cycle.
- Defined and launched an AI recommendation engine connecting multiple cybersecurity products, delivering personalized recommendations and cross-product experiences that became a key competitive differentiator, which improved self-serve, and customized training per user.
- Developed and launched an enterprise AI support agent for self-service support, FAQs, and guided troubleshooting, improving customer experience and operational efficiency.
- Led experimentation and AI-driven growth initiatives that increased self-service adoption by 40%, maintained annual churn below 8%, and contributed to 25–30% revenue growth.

Senior Product Manager – AI/ML & Growth

Avanquest Software | Montreal, QC | Apr 2021 – Apr 2022

- Led growth strategy for a global SaaS portfolio with 3m+ consumer users. Main focus was improving the Sales funnel by breaking down the steps, assessing for leaks and validating tests to improve it.
- Built machine learning models for churn prediction and purchase intent; reduced churn by 20% and also improved upsells.

- Ran experiments across acquisition and conversion funnels, improving trial-to-paid conversion by 15% by validating different freemium versions.
- Managed a multi-product roadmap with competing priorities across engineering, UX, and GTM by getting everyone aligned on outcomes rather than feature lists.
- Built cohort analysis and automated reporting tools so we could track engagement, retention, and revenue impact without relying on ad hoc queries.

Product Owner – Mission Critical Systems

L3Harris Technologies | Ottawa, ON | Jan 2018 – Apr 2021

- Owned backlog and delivery for FAA and NATS critical systems for high-stakes releases where defects and reduced software defects by 40% over two years.
- Worked across engineering, QA, and program stakeholders on releases with strict regulatory requirements. The job was mostly about building trust across teams who had different definitions of “done.”
- Standardized agile practices (Jira, story pointing, backlog grooming) that improved delivery predictability enough that the program manager stopped asking for weekly status calls.

Software Engineer – Mission Critical Systems

L3Harris Technologies | Ottawa, ON | Aug 2016 – Jan 2018

- Developed backend applications and configuration tools in C# and SQL; reduced manual operations by 50%.
- Automated CI/CD pipelines using Jenkins, cutting deployment time by 60%.
- Built tools supporting real-time communication pipelines in safety-critical embedded systems.

EDUCATION

Master of Engineering, Computer Engineering — University of Ottawa (2014–2016)

Bachelor of Technology, Computer Engineering — DAV Institute (2009–2013)

CERTIFICATIONS

Certified Scrum Product Owner (CSPO), 2023