

Nirbhay Singh

Product Manager – Technical, Amazon Web Services

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SUMMARY

Technical product manager at AWS working on AI products for AWS Documentation, which millions of developers use every year. I own an AI agent that drafts fixes for documentation errors. Before that I led personalized search and AI summaries in search results. Nearly five years as a TPM and four at Deloitte Consulting mean I'm comfortable with architecture reviews, experiments, and launches that span many teams.

SELECTED IMPACT

- Defined and piloted an AI agent that triages customer reports and drafts documentation fixes for owner approval, scoped for about 1,100 new reports a month and a backlog of about 15,000.
- Wrote the requirements for personalized search across 5.77M searches a year. Click-through rose from 42.95% to 43.75% in a controlled A/B test, a statistically significant result.
- Shipped AI-generated summaries in documentation search on the date leadership had committed to.

EXPERIENCE

Product Manager – Technical · Amazon Web Services, New York City

Apr 2026 – Present

- Product owner for an AI agent that triages customer reports, writes the documentation fix, and opens a code review for the page owner. Ran the pilot on one service team's full backlog before expanding to other services.
- Chose the agent's main metric (share of reports fully resolved) and changed the definition of resolved from merged to live on the site.
- Wrote the product vision for document preview, combining four competing prototypes into one plan based on a UX audit in which 70% of writers reported preview problems. It became the roadmap for H2 2026.
- Took the authoring platform's new home page to general availability on its deadline after resolving analytics, AI assistant, and safety-filter issues.
- Built adoption and quality dashboards that leadership and partner teams use in place of manual reports.

Senior Technical Program Manager · Amazon Web Services, New York City

Oct 2023 – Mar 2026

Led the roadmap for AI features and customer-facing launches on docs.aws.amazon.com (200+ AWS services).

- Search: 49% of searches failed across 5.77M a year. Wrote requirements for role-aware re-ranking on Amazon Personalize that works without sign-in, with a 250 ms latency limit. Click-through rose in a controlled A/B test with a statistically significant lift.
- AI summaries: scoped AI-generated summaries in search results in a decision doc and chose a phased rollout to limit the risk of wrong answers. Shipped on the date leadership had committed to.
- Sign-in: chose AWS Builder ID over AWS account sign-in so students and evaluators could sign in without an account. Wrote the requirements and profile data model and aligned identity, legal, privacy, security, design, and app security, with GDPR and data-deletion compliance built in.
- Site redesign: shipped new navigation and a visual refresh. Releasing across every content type at once put it in front of customers about 3 months early.
- Customer feedback: prioritized developer-requested fixes that were praised publicly on Reddit, and timed a device-matched dark theme to engineering capacity. Dark-mode usage went up 5x.
- New customers: moved in-console tutorials to a faster system (under 500 ms for customers in their first 90 days) and wrote the PRFAQ for the Help Panel's move to serverless: 40% better API performance, 50% less operational overhead.

- Wrote the decision doc for a new docs authoring format and launched the docs site in isolated government regions.

Technical Program Manager II · Amazon Web Services, New York City Jun 2021 – Oct 2023

Ran the publishing platform behind docs.aws.amazon.com for AWS technical writers and the developers waiting on their updates.

- Writers waited too long for changes to go live. Led 5 engineers in moving deployment and hosting for docs.aws.amazon.com and docs.amazonaws.cn to Native AWS: 75% faster publishing and \$3M+ a year saved in writer time.
- Designed a serverless publishing flow on S3 and Lambda that made the pipeline 33% more efficient.
- Owned documentation launch readiness for re:Invent and other AWS conferences, so docs for new services went live with the announcements.

Technology Consultant, then Senior Consultant · Deloitte Consulting, New York City Aug 2019 – Jun 2021

- Led development of an AI platform that triages pharmaceutical product complaints automatically, cutting processing time 70% and improving regulatory compliance.
- Worked with C-suite stakeholders on Big Data and AI strategy, ranking use cases by value, risk, and feasibility across 42 client stakeholders and 14 Deloitte experts.
- Reviewed 50+ business processes and 500+ system controls for a financial services client and recommended new controls.

Business Technology Analyst · Deloitte Consulting, New York City Jul 2017 – Aug 2019

- Managed the migration of a financial services analytics platform to AWS, used for account planning, pipeline management, and forecasting. Received Deloitte's Applause Award.

Trainee, IT Risk Advisory · KPMG India, Gurgaon Oct 2014 – Aug 2015

- Security architecture reviews, gap analysis, and ISO 27001 controls; coordinated an internal audit that led to the client's re-certification.

SKILLS

Product	Vision and strategy docs, PRFAQs, requirements, decision docs, business reviews, launch readiness
Data	A/B testing, search metrics (CTR, MRR), dashboards, SQL
Technical	AI agents and LLM features, Amazon Personalize, identity and sign-in (OIDC), serverless on AWS (S3, Lambda), Python

EDUCATION

Syracuse University · M.S., Information Management	2017
NMIMS, Mumbai · B.Tech., Computer Engineering	2014