

Ravinder Pal Singh Saini

Director of Product | AI Platforms, Agents & Integrations

Toronto, Canada • (226) 606-5706 • ravinder012@gmail.com • [linkedin.com/in/ravinder-saini-78b7a018](https://www.linkedin.com/in/ravinder-saini-78b7a018)

PROFESSIONAL SUMMARY

Product leader with 15+ years across engineering and product — including 10+ years in product roles — directing platforms from concept to scale. Owned an \$89M annual partner technology portfolio and an integration platform live at 10,000+ locations across a 30,000-site, 292,000-user estate. Built internal agentic tooling with a server-side entitlement model, and led 5 cross-functional squads. M.Eng in Industrial Engineering. Featured in Forbes, BNN and CBC.

"This idea is pretty fundamental to the future success of the wearables market." – Forbes

"Taking a look at who is disrupting the industry" – BNN News (Live TV Interview)

CORE COMPETENCIES

Leadership & Strategy: Product vision & strategy, portfolio ownership, team building & mentoring, cross-functional leadership, executive communication

AI & Agents: Agent platforms and MCP, entitlement & governance models, eval frameworks, LLM application design, computer vision (YOLO, DeepSORT)

Platform & Partnerships: API and integration platforms; partner ecosystems (Amazon, Google, Global Payments); enterprise rollouts via REST APIs and webhooks

Commercial: Vendor portfolio management, pricing & P&L (CWD, ecobee), business cases, KPI analysis (Looker, SQL, Python)

PROFESSIONAL EXPERIENCE

Senior Product Manager – Integrations & AI

Oct 2021 – Jul 2026

Compass Digital (Compass Group: CPG) – Toronto, Canada

- Owned CentricOS, the menu-management and digital-ordering backend behind POS and kiosk integrations — 10,000+ locations live within a 30,000-site, 292,000-user North American estate spanning Business, Education, Healthcare, Entertainment and Military segments.
- Accelerated site onboarding by removing configuration friction — cut integration-configuration support tickets by 69%, reversing a decline in monthly onboarding throughput across the estate.
- Managed an \$89M annual partner technology portfolio — SaaS, hardware and services from Global Payments, Agilysys, Volante, Grubhub, Transact, Amazon and Google — and owned the integration roadmap across it.
- Drove roadmap across 5 cross-functional squads (~25–30 engineers including QA, 4 designers); managed and mentored an Associate Product Manager.
- Consolidated configuration knowledge scattered across team wikis, support tickets and tribal memory into Orbit, a single CentricOS knowledge system; when adoption stalled, put an internal Model Context Protocol (MCP) surface over the corpus so answers arrived inside the tools teams already used — adopted by 150+ implementation team members running site deployments.
- Designed the agent authorization model: role and data scope as orthogonal axes resolved server-side from the authenticated principal, with on-behalf-of identity exchange to corporate IAM so the gateway held no standing credentials of its own.
- Lifted tool-invocation accuracy from ~85% to 93% via negative constraints and enumerated input schemas; owned a 100-question golden eval set on a biweekly refresh, a confidence-threshold abstention policy with gap logging, and per-tool P95 latency budgets.
- Led vision, strategy and execution of an in-house edge Vision AI platform (YOLO, DeepSORT) delivering wait-time and visitor-count analytics; piloted frictionless retail with Amazon Just Walk Out and StandardAI computer-vision checkout.
- Consolidated menu management, reporting, mobile ordering, stock status and digital signage into a single operator stack, eliminating the system-hopping that fragmented site operations.
- Beyond the product-engineering core, partnered with marketing, implementation and digital-support teams — a 15–20 person stakeholder circle also spanning partner engineering, data, sales and operations — equipping implementation and field teams with documentation and tooling.

Founder & Builder — KeyToRental (keyto rental.com)

Jul 2024 – Present

Independent AI Product — Toronto, Canada

- Designed, built and shipped KeyToRental end-to-end as a solo founder — a live rental-management SaaS with self-serve onboarding, tiered plans and a Next.js/React front end.
- Built an MCP server for the platform with personal-access-token scoping, letting an operator query leases, rent status and maintenance directly from Claude or ChatGPT.

Product Manager – Sensors & Smart Thermostat

Mar 2020 – Oct 2021

ecobee Inc. – Toronto, Canada

- Owned the SmartSensor line — thermal sensing for occupancy detection — from requirements through EVT, DVT, PVT and field trials to FCC certification, including BOM optimization, pricing and P&L for the line.
- Protected a core thermostat product line representing ~40% of company revenue through the COVID semiconductor shortage: with roughly six months of inventory remaining, drove a low-cost variant on alternate components and a multi-microcontroller design so no single supply failure could halt the line.
- Defined product success metrics and executed go-to-market strategy with marketing and engineering.

Product Manager – Connected Cameras, Baby Monitors

Jan 2017 – Mar 2020

CWD Limited – Toronto, Canada

- Owned pricing, budget and P&L for a \$30M consumer-electronics portfolio across Best Buy, Walmart and Amazon; grew top line by \$7M by exiting low-margin, inventory-heavy SKUs and concentrating on high-margin lines that won shelf space.
- Operated as de facto R&D lead for an 8-person product group in a sub-100-person company, reporting to the Director and CEO; hired across product management, QA and engineering.
- Owned supplier diversification after a partner bankruptcy had previously cut off supply — multi-sourced contract manufacturers and set lead-time and inventory controls; achieved 10% SoC cost savings through negotiation.
- Launched IP cameras and baby monitors including Oma Sense (4.75/5 rating; medical-grade plastics, ISO 13485 facility); automated customer-review tracking, saving 10+ hours weekly.

CEO & Founder

Oct 2014 – Jan 2017

BioSensive Technologies Inc. – Waterloo, Canada

- Founded and led a wearable-health startup to a \$2M valuation, raising a \$70K government grant and ~\$100K in angel funding; designed and launched the “Ear-O-Smart” wearable and ran hardware development ground-up with a supply chain across China and Canada.
- Named inventor on international patent filing WO2016/063190, since cited by later patents including a 2025 Samsung filing; interviewed by Forbes and CBC.
- Built the Worknosis heat-stress monitoring system (B2B subscription) across 3 manufacturing facilities; an XBee mesh with high-gain antennas extended wireless range 70x.

Electrical Engineer

Aug 2010 – Aug 2012

Wirtz Manufacturing Co. Inc. – Port Huron, Michigan

- Commissioned lead-acid battery manufacturing plants across five countries, including a multi-million-dollar battery breaker plant; programmed PLC and HMI control systems on live plant floors and improved ingot caster speed 28%.

EDUCATION

M.Eng., Industrial Engineering — University of Windsor, Canada (2012–2015) | GPA 92.87%

B.Tech., Electrical & Electronics Engineering — NIT Karnataka Surathkal, India (2006–2010)

TECHNICAL SKILLS

Programming: Python, SQL, JavaScript, C++, PHP, Next.js/React

Tools: GitHub, AI-assisted development (Claude Code), Jira, Confluence, ProductBoard, Looker, MySQL

RECOGNITION

- Dale Carnegie Breakthrough & Best Performance Award (2017)
- Featured in Forbes, BNN and CBC for innovation in the wearables space