Akhil J Sathyan

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Summary

I build platforms for finance and operations teams. At Grove, I spent five years owning the pricing, order, and support systems behind $270M in annual GMV. I unified order data across teams, improved NetSuite reconciliation, and turned SOX requirements into a rollout plan. I also build and evaluate AI workflows.

Experience

Grove Collaborative — Sep 2019 - Jan 2025

Public DTC subscription commerce company, 500+ employees

Senior Product Manager — Feb 2024 - Jan 2025

- Sole PM for Grove's platform from 2023, after taking on a Director's and two PMs' scope in the 2022 layoffs.
- Set the compatibility contract and cutover order for Grove's migration off its in-house platform to Shopify, deciding which behaviors across 5 systems to preserve, which to drop, and in what sequence.
- Landed **$25M/year** in impact by running the behavioral and quantitative research that changed how executives understood order economics, then owning backend delivery under a fixed deadline.
- Raised login success **1190 bps** and lifted retargeted acquisition conversion 4x by turning customer interviews with Design into login and recovery infrastructure changes, owned end to end.

Product Manager II — Mar 2022 - Feb 2024

- Cut support tooling maintenance from 40 to 5 hours per month by diagnosing the ticket backlog as fragmented order data rather than a tooling problem, then consolidating Customer Happiness tooling onto OMS as the single source of truth. The root-cause fixes reduced upkeep from 40% of the team's time to 20% within two years, and to 10% by 2024.
- Created Grove's pricing source of truth and aligned 7 teams on signup, pricing, and checkout redesign, de-risking rollout with targeted A/B tests that preserved conversion while enabling Subscribe & Save.
- Cut realized fraud 99.5% and expanded cancellation coverage from 8h to 48h by sequencing platform debt retirement across shipment management, OMS, and support tooling, then shifting cancellation and revenue-capture logic from order placement to shipment.
- Doubled acquisition and grew subscription-eligible coverage from **55% to 85%** of products in cart by running the pilots that proved repurchase lift by product, the evidence Merchandising used to shift discount funding to vendors.

Product Manager — Mar 2021 - Mar 2022

- Delivered Order History API v3 as the shared source of order data for Support, Finance, Operations, and Analytics.
- Cut Finance's manual reconciliation from about **two weeks to one day** and reduced OMS-to-NetSuite discrepancies from **5% to 0.2%** by interviewing Finance users and leading order-to-cash fixes.
- Took over stalled pricing and refunds work blocking Grove's IPO, translated ambiguous SOX consultant requirements into a concrete roadmap, and aligned Finance, Legal, Operations, and Engineering on controls, priorities, and rollout order.
- Closed a **$3M/year** refund leakage path through pricing and refunds platform changes, improving margin by 2.18%.

Associate Product Manager — Sep 2019 - Mar 2021

- Built Grove's frontend data taxonomy, 68 consistent tags standardized across 4 CX teams. The system became the basis for A/B testing and product analytics at Grove and stayed in use company-wide for five years.
- Launched Grove's first Android app in Q1 2020, driving 10% of annual order volume and growing to 500K+ downloads at a 4.8 Play Store rating.

thredUP, **Product Intern** (full-time) — Nov 2018 - Sep 2019

Ran demand- and supply-side A/B tests and marketplace analysis at a two-sided resale marketplace.

Sunbelt Medical Management, **Business Systems Analyst** — Jun 2017 - Aug 2018

Improved API support operations for a healthcare practice management firm, raising SLA compliance 30% across a 25-agent team.

Independent Product Development

Independent Product R&D, **AI Systems** — Nov 2025 - Present

- Built and personally used an AI prototype that filled immigration forms from supporting documents and flagged sensitive fields for review.
- Built GPU infrastructure for my own training runs and scaled it for others, supporting 162 machines training concurrently. Captured usage for billing and built reports to help users choose GPUs based on training output per dollar.
- Rebuilt an Opus 4.6 multi-agent LLM API workflow as a sequential Mistral Small 4 agent, using evals, context scaffolds, and CLI scripts to cut p95 time to completed outcome 30% and API costs 95%.

Skills

Product & Platform: Internal tools, operator and support tooling, source-of-truth design, APIs and data models, pricing and order systems, subscriptions, experimentation · **Systems & Tools:** Backward-compatible rollouts, migration sequencing, AI workflows and evals, SQL, Looker, Amplitude, Python

Education

MS, Information Systems, University of Arizona (Eller); **BS, Computer Science**, Punjab Technical University