

Auskin Immanuel

Forward Deployed Product Manager · Voice AI · open to US remote / relocation

Chennai, India · auskinimmanuel@gmail.com · +91 90035 43634 · auskinimmanuel.github.io · linkedin.com/in/auskin-immanuel · github.com/auskinimmanuel

HIGHLIGHTS

- **Built 30+ healthcare voice agents across 6 enterprise clients (20 live in production, ~3,500 calls/day)** at VoxyHealth: forward-deployed from call-data discovery to phased go-live, owning the loop from diagnosis to measured outcome.
- **Lifted fully-AI-handled containment from the 10-20% range to 60-70% on best cuts (June 2026)** by scoring evals on **call outcomes**, **not surface metrics**, and making pass-rate the release gate. Ran 5 LLMs live on one line; cut a flagship agent's per-turn context from ~20K to 6.4K tokens.
- **Owned customer success for two AI products at Klenty** (SchedX voice, SDRx AI SDR) before moving into product as an APM at VoxyHealth. Fluent in customer, product, and the agent itself.

CORE SKILLS

AI / GenAI: Voice AI · Prompt Engineering · LLM Evaluation · Agent Behavior Design · Agentic AI · Multi-Agent Orchestration · RAG · A/B Testing on Agents

Models & Platforms: OpenAI (GPT-4.1) · Anthropic (Claude) · Google (Gemini, AI Studio) · ElevenLabs

Product: Customer Discovery · Customer Onboarding & Implementation · Gap Diagnosis & Outcome Measurement · Acceptance Specs · Stakeholder Management

Domain: Healthcare AI · HIPAA-aware Design · Conversational and Voice AI

AI-assisted development: Claude Code (team rollout: config + file architecture) · ChatGPT · Perplexity

Working knowledge: SQL · JavaScript / TypeScript (read & debug)

Public proof: auskinimmanuel.github.io (talk to Lia, the voice agent on the site) · [voice-agent-prompting](#) repo (3 writeups + 6 sample agents)

EXPERIENCE

VoxyHealth · Associate Product Manager (AI / Agent side)

Aug 2025 – Present · Chennai, India

- **Designed agent behavior for sensitive healthcare use cases** under HIPAA-aware constraints: post-surgical urgent triage, elderly outreach, insurance claims with member/claim disambiguation, scheduling, multi-location clinic operator with intent-driven transfer routing.
- **Codified multi-LLM routing strategy** matching GPT, Claude, and Gemini per task strength; ran a live 5-model A/B on one line against a single eval rubric. Rich-context prompting and character-driven behavior over hardcoded scripts as the team default.
- **Pair daily with engineering** to ship prompt and agent-behavior fixes from production call data within one iteration cycle; write dev specs from live test-call failures. Run recurring business reviews with client leadership; two clients commissioned new outbound campaigns after them.
- **Ship internal tools and prototypes with Claude Code**; rolled it out for the whole prompting team (config + file architecture). Outside work: built Lia, the voice agent that answers for me on my site.

Klenty · Customer Success Manager (AI Voice + AI SDR)

Jan 2025 – Jul 2025 · Chennai, India

- **SchedX (inbound AI voice agent):** Led implementation. Onboarded clients across healthcare, immigration, packaging, and B2C; ran end-to-end deployment from prompt setup to live voice traffic; tuned agents on real conversation data.
- **SDRx (AI SDR for outbound):** Drove adoption of AI-driven multi-channel outreach (email, LinkedIn, and AI calling); coached customers on AI-generated copy quality, persona alignment, and CRM integration (HubSpot, Salesforce, Zoho, Pipedrive).
- **Closed the customer-to-product feedback loop:** turned conversation and copy failures into prompt improvements and product-roadmap input; primary contact for retention and expansion on enterprise accounts.

Klenty · Sales Development Representative

Oct 2023 – Dec 2024 · Chennai, India

- **Generated 15+ qualified leads/week and booked 8+ meetings/week** across cold and warm outbound; consistently exceeded weekly and monthly targets.
- **Built B2B SaaS sales-engagement fluency** (cadences, personas, multi-channel copy) that transferred directly to the AI voice and AI SDR product work.

Aptitude Guru Hem · LMS & Marketing Site Intern

Jun 2022 – Dec 2022 · Chennai, India

- **Led a small team to ship the company's LMS and marketing website end to end**, working weekly with the founders.

EDUCATION

B.E. Computer Science & Engineering · Loyola-ICAM (LICET), Chennai · 2020–2024 · CGPA 8.63