

Gary Thomas George

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AI first product builder who loves solving real problems with technology. A "Founding PM" mindset has defined my journey in building 0-1 technical products and features at startups and enterprises. At Foradian, I built SIS and LMS platforms. At Capgemini, I've brought that energy into building agentic and AI-powered conversational chat and voice experiences.

WORK EXPERIENCE

Capgemini (Client: Comcast) • Philadelphia

Product Owner • Full-time • 06/2024 - Present

Drive the product strategy and manage the roadmap, development and delivery of Comcast's Xfinity Assistant chatbot and migration from legacy systems to the Google Dialogflow, ADK ecosystem. Expanding the scope of the chatbot by building new product avenues within the organization with integration to Field Services and Inbound Sales to drive growth.

- Work with cross functional teams including customer support, UX, design and engineering to prioritize delivery of roadmap features for the Xfinity Assistant. Optimize against CX success metrics and manage risks to ensure business outcomes are met. Work with leadership to analyze new avenues of expanding product reach.
- Worked with a cross-functional team of developers, conversational UI designers and business owners to make the legacy services powering the platform ready to switch to **Google Dialogflow, Conversational Agents** and **Agent Development Kit** led experiences.
- **Launched** a new channel of the Xfinity Assistant in 4 months to enable **communication for field technicians** through cross-team collaboration with 5 different teams across 3 orgs within Comcast. In the pilot phase, it is being used by over 100 technicians and agents generating over 10,000 chats daily.
- Experience across Google Cloud products including Vertex AI, Cloud Run, ADK, Conversational Agents, CX Agent Studio, as well in multiple functional areas like Web and Mobile development, UX/UI, Sales and Customer Support.
- Built the prototype for Google **Conversational Agents Playbook** which was eventually released to production as the first generative conversational experience on the Xfinity Assistant, resulting in savings of over \$9m by avoiding expensive human agent connects.
- Part of a multi-team program to migrate **Comcast's legacy IVR** systems to a unified **Google Dialogflow** based system, enabling a seamless omnichannel experience for all Xfinity customers. Led the development of the Sales and Internet Essentials modules.
- Vibe coded **the conversational AI insights** tool with advanced CX metrics resolution rate, sentiment analysis, summary generation, repeats, and human agent performance metrics using Gemini LLMs developed and deployed internally.

Web Serves Inc • New York, New York, USA

Business Analyst (Volunteer) • Contractor • 01/2022 - 12/2022

- Designed support policies for projects, conducted prototyping, and mockups for the client websites and web apps on Figma. Within 6 months, introduced a redesigned company website to bring more customers with SEO and Digital marketing.
- Researched and introduced new project delivery processes with tools like Intervals and Freedcamp for agile tracking and quality assurance, generated weekly reports to the board members and to refine processes.

SKILLS

Agent Development Kit, Agile Software Development, Application Programming Interface, Business Requirement, Collaborating, Communication skills, Conversational Agents, Cross-functionally, Customer needs, Customer problems, Data Analysis, Data-driven, Dialogflow, Emerging Technologies, Google Cloud Platform, Ideation to execution, Language Model, Looker, Mobile Application, Onboarding, Product decisions, Product improvements, Productivity tools, Products to market, Project Development, Research, Risk Analysis, Self-service, User Experience, User growth, User Research, Web Development

Product/Business: Artificial Intelligence, Backlog Management, SaaS

EDUCATION

M.S In Information Systems

New Jersey Institute Of Technology
Newark, New Jersey, USA
01/2022 - 12/2023

Executive MBA

NMIMS Bengaluru
Bangalore, Karnataka, India
01/2016 - 12/2017

B.S In Computer Science Engineering

Biju Patnaik University Of Technology
Bhubaneswar, Odisha, India
01/2008 - 12/2012

- Achieved 100% completion on multiple web development projects for non-profits and educational institutions over 1 year, mitigating project risks with data insights, improving efficiency and quality of deliverables.

Foradian Technologies • Bangalore, Karnataka, India

Product Manager • Full-time • 09/2018 - 10/2021

Led the end-to-end product development and lifecycle management of two EdTech products, Fedena multi-tenant SaaS Student Information System and Uzity (SaaS Learning Management System), used in over 40,000 institutions, from scope and design to implementation, at a fast paced early stage startup.

- Designed and launched a standardized Gradebook module compatible in 10+ countries from scratch, leading to a 20% increase in customer retention and 15% growth in sales.
- Directed the strategy, planning & successful launch of the Fedena Connect Mobile app on Android and iOS, achieving a 30% increase in product adoption as well as expanding the user base to new customers.
- Drove the introduction of gradebook mark entry, gate management with Barcode/QR Code scanning, and the Dashboard for the owner after the MVP version, resulting in a 30% increase in user productivity and overall satisfaction with the product. Link to detailed Case Study : <https://www.garytg.com/portfolio/fedena-mobile-app>
- Launched the new admissions dashboard and the group portal for the school owner for an at-a-glance view of the operations of the school by including graphical as well as tabular details. Built the internal SaaS analytics solution using AWS Quicksight and other internal built features to monitor product usage according to business goals.

Software Engineer/Business Analyst • 08/2012 - 08/2018

- Researched and implemented new functionalities and fixed defects for the Fedena Student Information System, leading to increase in user engagement, positively impacting the product's competitiveness in the market.
- Later transitioned into proxy business analyst/product owner role analyzing requirements from customers and turning them into product requirement documents by working with the CTO and engineering leads in an agile environment.

PROJECTS

UniVault: Vibe Coded Flutter iOS and Web App • 12/2025 - 01/2026

Vibe coded UniVault, a Flutter iOS, android and web application for the unified link saving application using Google AntiGravity and Gemini models. [App Store Link](#)

ADK Human in the Loop Middleware • 11/2025 - 11/2025

Personal Project

A proof-of-concept application demonstrating use of the human-in-the-loop AI customer service using the Google ADK (Agent Development Kit) framework. [GitHub PR](#), [Medium Post](#)

CX Agent Studio Product Review • 01/2026 - 04/2026

Personal Project

First look at Google CX Agent Studio product breakdown and review: [Medium Post](#)

Customizable Wordle Application • 12/2025 - 12/2025

Personal Project

Vibe coded a variation of the popular word Wordle game using Gemini and Cursor.

[Github Repo](#)

CERTIFICATIONS

Generative AI Leadership

10/2025 - 09/2027

Google

Certified Scrum Product Owner

Scrum Alliance

AI For Product Management Certification

Pendo

Product Analytics Certification

Pendo

Product Management for AI & Data Science

365 Data Science