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(Portfolio)

Top Skills

AI Automation
Large Language Models (LLM)
AI Agents

Certifications

AI for Product Management

Publications

Portfolio

Lokesh Radhakrishna

Director of Product Management at Freightender
Bengaluru, Karnataka, India

Summary

For 16+ years I've worked at the messy intersection of supply chain and software — and learned one thing the hard way: in freight, the problem is rarely the algorithm. It's fragmented data, carrier integrations that break, rate sheets living in 40 spreadsheets, and customers who just want to know where their box is. I started at GT Nexus as a Product Analyst, building the Freight Management System for the world's Top 5 forwarders — Kuehne+Nagel, DHL, Panalpina, Hellmann, Dachser. Over the next decade I moved through Sr PA, APM, PM, and Sr PM roles at GT Nexus and Infor — widening scope from Truck Sourcing to multi-modal procurement, contracts, and spend across Road, Ocean, and Air, eventually closing the Source-to-Pay loop with Freight Pay & Audit. Today, as Principal PM at Winmore, I lead the agentic AI suite for large LSPs and freight forwarders — Carrier Procurement, Tender Management, Rate & Spot Quote, Carrier Booking, Contract Management, and Platform modules. The throughline: every role has been a deeper bet on solving freight procurement, contracts, and spend with smarter products. The tools have changed — from configurable workflows to classical ML to LLMs to agents — but the problem set has stayed remarkably consistent. What I've shipped recently:

- Contract AI + Booking Automation: cut contract review TAT ~40% and booking ops cost ~20% for enterprise forwarders
- Lane Intelligence ML — tradelane attractiveness + win-probability scoring, integrated with Xeneta market rates (Random Forest + ensembles, post-EDA)
- Agentic exception handling for rolled containers, missed cut-offs, customs holds
- Prior at Infor: production AI tracking invoice accuracy by carrier and lane

What I care about as a PM: solving real user problems over shipping shiny features. Honest build-vs-buy calls. Roadmaps that survive contact with reality. Because good AI in logistics isn't about being clever — it's about being reliable enough that an ops team trusts it at 2 AM when something goes sideways. Where I work: AI/ML & LLM Products · Agentic Workflows · Freight Forwarding (FCL/LCL, Air, TL/LTL, Parcel) · TMS · Carrier Procurement · Tender Management

· Rate & Spot Quote · Booking & Capacity · Contract Management · Freight Spend Management · Operational Visibility · Document Automation · B2B SaaS · Product Strategy · Platform & Master Data · Cross-functional Leadership If you're working on AI for freight, rate or contract intelligence, or operational visibility — or just want to compare notes on what's working in this space — I'd love to connect.

Experience

Freightender

Director of Product Management

July 2026 - Present (1 month)

Bengaluru

Freightender is a cloud-based logistics procurement platform serving shippers, freight forwarders, and carriers across tender management, rate management, spot bidding, freight quotation, carrier management, and rate benchmarking.

- Leading product development across a growing ecosystem of AI-powered logistics procurement apps serving freight forwarders globally
- Driving end-to-end roadmap ownership across tender management, rate management, contract management, spot bidding, & rate benchmarking modules.
- Embedding Agentic AI and LLM-based automation across the procurement lifecycle — from autonomous tender scoring and carrier shortlisting to agentic document extraction and AI-driven contract risk flagging.
- Defining API flows and integration architectures connecting carrier systems, ERP platforms, and TMS tools with Agentic patterns for autonomous data extraction and exception handling.
- Leading customer discovery directly with freight forwarders — identifying high-friction manual workflows ripe for AI automation across rate negotiation, document processing, and carrier communication.

- Establishing a robust product management process from feature intake through sprint execution, release governance, and post-launch review with a dedicated AI evaluation layer for every feature.
- Driving cross-functional alignment across product, engineering, design, QA, sales, and customer success from ideation through production release.
- Building towards CEO's vision of transforming Freightender from a single procurement platform into a full multi-app AI-powered logistics ecosystem.

Winmore

Principal Product Manager

June 2024 - May 2026 (2 years)

Bengaluru

Leading AI product strategy for an enterprise SaaS platform serving large freight forwarders and LSPs. Own Winmore's agentic AI suite spanning Carrier Procurement, Tender Management, Rate & Spot Quote, Carrier Booking, Contract Management, and Platform modules.

What I own:

- End-to-end product strategy and roadmap for the agentic AI suite
- Cross-functional execution across globally distributed engineering, design, and data science teams
- Master data and platform architecture decisions underpinning every downstream AI workflow

What I've shipped:

- Contract AI — LLM-powered contract intelligence that cut review and onboarding TAT by ~40% for enterprise forwarders
- Booking Automation — agentic workflows reducing manual booking touchpoints and ops cost by ~20% on key accounts
- Lane Intelligence (ML) — production models scoring tradelane attractiveness on incoming tenders and predicting win probability post-pricing. Integrated Xeneta APIs for ocean and air market rates; modeling stack used Random Forest and ensembles post-EDA — giving pricing teams a data-backed view of where to bid aggressively vs. walk away
- Rate intelligence — automated rate-sheet ingestion compressing parsing from days to minutes
- Agentic exception handling for rolled containers, missed cut-offs, and customs holds
- Established the AI evaluation framework (cost, latency, accuracy, hallucination guardrails) adopted across modules

What I'm building now:

- AI-native Tender Management — a from-scratch rebuild leveraging LLMs and agentic workflows to replace legacy tender modules that are heavily configurable, clunky, and non-standardized across forwarders.

Skills: Agentic AI · LLMs · Classical ML (Random Forest, Ensembles) · AI/ML Product Management · Predictive Modeling · Freight Forwarding · Carrier Procurement · Tender Management · Lane Intelligence · Contract Management · Booking & Capacity · B2B SaaS · Cross-functional Leadership

Infor

5 years 8 months

Senior Product Manager

June 2022 - June 2024 (2 years 1 month)

Bengaluru

Promoted to Senior Product Manager from PM.

Closed the loop on Infor's Global Spend Management (GSM) suite by taking on Freight Pay & Audit (FP&A) — completing end-to-end ownership of the freight Source-to-Pay lifecycle.

What I continued to own:

- Multi-modal Procurement, Contract Management, and Spend Optimization across Road, Ocean, and Air
- Truck Sourcing, Transportation Rating, and Resource Allocation Management for enterprise BCOs

What I took on:

- Freight Pay & Audit (FP&A) — the financial-close layer completing GSM, supporting 3-way match (shipment + rate + invoice) and 2-way match (rate-only) workflows
- End-to-end integration across all modes — EDI 310 (Ocean), EDI 210 (Air & Truck), plus XML — with full LTL and Parcel support
- Carrier performance dashboards and analytics closing the loop between spend, disputes, and contract governance

What I shipped:

- Delivered a closed-loop GSM suite — Sourcing-to-Pay coverage driving cost savings, improved cycle times, and full spend visibility for enterprise shippers

- Shipped an AI model for invoice accuracy — tracking approvals, disputes, and carrier-and-lane-level dispute patterns in production, surfacing systemic billing issues before they hit P&L
- Built finance-operations fluency at the intersection of freight ops, procurement, and AP — 3-way match logic, dispute workflows, EDI/XML financial standards
- Established configurable workflows letting enterprise customers tune match rules, tolerances, and dispute paths without custom dev.

This is the role where I owned the full freight Source-to-Pay stack — and shipped a production AI model that directly informs the agentic AI work I now lead at Winmore.

Skills: Senior Product Management · Global Spend Management · Freight Pay & Audit · Source-to-Pay · AI/ML in Production · Invoice Accuracy Models · EDI (210, 310) · 3-Way & 2-Way Match · Carrier Performance Analytics · TMS · LTL · Parcel · B2B SaaS

Product Manager

November 2018 - May 2022 (3 years 7 months)

Bengaluru

Promoted to Product Manager from APM, continuing ownership across Infor's supply chain SaaS portfolio. Significantly expanded scope from road-only modules to a full multi-modal procurement, contract, and spend stack spanning Road, Ocean, and Air — for enterprise shippers and BCOs.

What I continued to own:

- Truck Sourcing (road procurement & contracts), Transportation Rating, Resource Allocation Management

What I took on:

- Transportation Procurement — multi-modal RFP, tender, and award workflows for Ocean and Air
- Transportation Contract Management — authoring, versioning, amendments, and rate-card governance across modes
- Transportation Spend Optimization — analytics and spend intelligence to identify cost leakage and optimize contracted vs. spot exposure

What I shipped:

- Scaled Infor's procurement and contract suite from road-only to Ocean and Air, where workflows, contract structures (FAK, NAC, BCO contracts; TACT rates, GSAs, allotments), and rate dynamics are fundamentally different
- Partnered with Data Analytics and Data Science teams on Spend Optimization — owning the product side of data gathering, cleaning, preparation, feature configuration, and model selection — building the data-product muscle I now apply daily to LLMs and agentic workflows
- Built deep cross-modal commercial fluency across all three major freight modes
- Established myself as the go-to PM for freight procurement, contracts, and spend within the portfolio — the specialization that defines my work today

This is where my expertise crossed from single-mode (road) to multi-modal freight procurement and spend management — the exact stack I now lead AI products against at Winmore.

Skills: Product Management · TMS · Freight Procurement · Contract Management · Spend Optimization · Data Science Collaboration · ML Product Lifecycle · Feature Engineering · Ocean Freight · Air Freight · Multi-modal Procurement · Rate Management · Tender Management · B2B SaaS

GT Nexus

8 years 4 months

Associate Product Manager

January 2016 - October 2018 (2 years 10 months)

Bengaluru

Promoted to Associate Product Manager — my first true PM role — after demonstrating ownership across multiple modules as a Senior Product Analyst. Owned an expanded portfolio across GT Nexus's Transportation Management System (TMS) suite, serving large enterprise shippers and Beneficial Cargo Owners (BCOs). Joined post-Infor acquisition of GT Nexus, gaining enterprise SaaS exposure that directly informed the next chapter of my career.

What I owned:

- Truck Sourcing — continued ownership of road freight procurement and carrier contract management for enterprise shippers
- Transportation Rating — rate management and pricing logic across lanes, modes, and contract types for BCO TMS deployments

- Resource Allocation Management — the orchestration layer that helps shippers assign carriers, equipment, and capacity against committed volume and contract terms

What I shipped:

- Drove product roadmap and end-to-end execution across three interconnected TMS modules — moving from "executing on one module" to owning a coordinated suite.
- Partnered with enterprise customers, sales, customer success, and engineering on multi-tenant SaaS releases — the customer cadence and stakeholder choreography I still rely on today
- Built deep domain expertise across the BCO operating workflow: how large shippers source carriers, rate their lanes, and allocate capacity — the foundation for every procurement and contract product I've worked on since • Worked through the GT Nexus → Infor integration period.

This is the role where I made the transition from analyst to product owner — and where my expertise in the BCO procurement and rating stack was cemented.

Skills: Product Management · Transportation Management Systems (TMS) · Freight Procurement · Carrier Contract Management · Transportation Rating · Rate Management · Resource Allocation · Capacity Management · Enterprise Shippers (BCOs) · Multi-tenant SaaS · Cross-functional Execution · Roadmapping · Stakeholder Management

Senior Product Analyst

January 2014 - December 2015 (2 years)

Bengaluru

Promoted to Senior Product Analyst after delivering consistently on FMS execution. Continued ownership of the Freight Management System (FMS / Metaship) serving the Top 5 global freight forwarders — Kuehne+Nagel, DHL, Panalpina, Hellmann, and Dachser — while taking on a second module: Truck Sourcing for enterprise shippers.

What I owned:

- Continued spec writing, release coordination, and engineering/QA partnership on FMS modules — expanded scope, more autonomy
- Day-to-day product execution across both modules, balancing forwarder-facing FMS work and shipper-facing Truck Sourcing requirements

What I shipped:

- Took ownership of the Truck Sourcing module — covering road freight procurement and contract management for enterprise Beneficial Cargo Owners (BCOs)
- Built the requirements foundation for how large enterprises run RFPs, manage carrier contracts, and execute rate awards across regions — the foundational thinking I still apply to procurement and contract AI work today
- Bridged two distinct customer segments — freight forwarders (FMS) and beneficial cargo owners (Truck Sourcing) — building product range across the freight value chain

This is the role where I first owned a module end-to-end — and where my expertise in freight procurement and contract management (the same domain I now lead AI products in) began.

Skills: Senior Product Analysis · Freight Procurement · Contract Management · Truck Sourcing · Road Freight · Freight Management Systems · FMS/Metaship · Enterprise Shippers (BCOs) · Carrier Contracts · Multi-module Ownership · Specification Writing · Engineering & QA Collaboration.

Product Analyst

July 2010 - December 2013 (3 years 6 months)

Bengaluru

Joined GT Nexus as a Product Analyst on the Freight Management System (FMS) — originally launched as Metaship — a multi-tenant freight forwarding platform serving the world's Top 5 global forwarders: Kuehne+Nagel, DHL, Panalpina, Hellmann, and Dachser.

Working under the Associate PM, I:

- Wrote and reviewed product specifications with Engineering and QA, translating Tier-1 forwarder requirements into engineering-ready stories
- Ran day-to-day product execution for the FMS team — standups, release coordination, blocker resolution, and QA sign-offs
- Built foundational domain expertise in freight forwarding workflows — bookings, documentation, customs interfaces, and multi-modal coordination — directly from the operational realities of five of the largest freight forwarders in the world

This role is where my supply chain DNA was formed — and where I earned the trust to take on greater product ownership over the next four years at GT Nexus.

Skills: Product Analysis · Freight Management Systems · Metaship/FMS
· Freight Forwarding Domain · Specification Writing · Engineering & QA
Collaboration · Multi-tenant SaaS · Supply Chain Software

Education

Indian Institute of Management Rohtak

Executive Programme in Supply Chain and Logistics, Logistics, Materials, and Supply Chain Management · (May 2021 - October 2021)

Kammavari Sangam Polytechnic College

Diploma of Education, Electrical, Electronics and Communications Engineering · (June 2003 - June 2006)

Kammavari Sangam Institute of technology

Bachelor of Engineering, Electrical, Electronics and Communications Engineering · (August 2006 - July 2009)