

Arun Sundararajan

Technical Operations Manager



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Product Manager with a strong technical foundation and 10+ years of experience building and scaling data platforms. At Hevo, I convert customer and market insights into well-defined PRDs, success metrics, and shipped outcomes. I've delivered enterprise-grade capabilities across Snowflake, Salesforce, HubSpot, NetSuite, and PostgreSQL, strengthening reliability, security, and onboarding. Known for analytical rigor, crisp execution, and strong cross-functional partnership across Engineering, Support, and GTM.



Skills

- Product vision and strategy
- Roadmap development
- Teamwork and collaboration
- Requirements gathering
- End to end feature delivery
- Prioritization and execution
- Data-driven decision making
- Research and trend analysis
- User and UX research
- Stakeholder communications



Work History

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Product Manager

Hevo Data, Bengaluru, India

Led product strategy and execution for Hevo's ELT platform, driving reliability, connector expansion, and enterprise-grade capabilities for mid-market and large customers. Owned multiple high-impact product areas, spanning data ingestion frameworks, SaaS connectors, Change Data Capture (CDC), and internal platform services.

2025-01 - Current

Key Contributions & Responsibilities

Connector Ownership (SaaS & Database Sources): Defined and shipped improvements across Salesforce, HubSpot, NetSuite, Facebook Ads, Qualtrics, PostgreSQL, MySQL, MongoDB (Oplog/ChangeStreams), and SQL Server connectors. Owned roadmap for schema handling, rate-limit management, incremental sync logic, CDC hardening, and error classification automation.

Platform Reliability & Scalability: Drove initiatives to reduce ingestion failures, optimize historical load performance, and stabilize CDC pipelines handling millions of events. Designed improvements for error classification, async processing queues, offset management, and failure-recovery workflows across connectors.

Destination Enhancements: Led feature development for secure destinations, including private key-based authentication, and automated test-connection validation.

Product Requirements & Documentation: Authored detailed PRDs for high-impact features such as Product Availability Metrics (PAM), connector supportability matrices (PostgreSQL, NetSuite), Qualtrics source integration, and internal Product Operations Charter. Defined success metrics, combining product, engineering, and business outcomes.

AI-Driven Support & Automation: Designed background-worker architecture (Celery + Redis) to classify Zendesk tickets via OpenAI models, reducing API rate limit failures, and improving ticket categorization. Developed plans for an internal AI assistant for Support Engineers using Confluence-based RAG.

Customer Experience & Insights: Analyzed customer setup sessions to identify friction points in pipeline creation. Delivered actionable insights to improve onboarding flows, reduce abandonment, and increase successful destination configuration rates.

2022-07 - 2024-12

● **Technical Support Manager**

Hevo Data, Bengaluru, India

Achievements

- Improved the first response SLA coverage from 80% to >95%.
- Improve the resolution SLA coverage from 55% to >75%.
- Kept the fewer replies coverage above 80%.
- Maintaining the CSAT percentage above 90% for email ticketing system and 95 and above for the Chat systems.
- Kept the referral ratio under 30% for better balance between engineering and support teams.

2019-06 - 2022-06

● **Product Support Engineer**

Hevo Data, Bengaluru, India

Responsibilities

- Handling incoming queries/Issues for the Hevo ETL platform.
- Solved >70% cases under 24 hours.

- Kept the referral to engineering below 30%. Keep iterating over the referred Jiras to make sure, we have KB OR Troubleshooting article created.
- Kept improving the knowledge space by contributing more than 5 KBs a week.
- Maintained the CSAT more than 90% overall in my tenure.

2018-05 - 2019-06

- **Product Support Engineer**

Sprinklr, Bengaluru, India

2015-01 - 2018-04

- **Technical Support Engineer**

Yahoo! Inc., Bengaluru, India

2013-11 - 2014-12

- **Associate Analyst**

Minacs Group, Bengaluru, India



Education

- **Bachelor of Engineering: Aeronautical Engineering**

Park College Of Technology - Coimbatore, India



Personal Details

- **Date of Birth:** 02/10/1991

Nationality: Indian

Marital Status: Married

Gender: Male