



# Suraj Thotakura



## Product Manager

Former designer and software engineer turned product manager, crafting AI solutions that bridge innovation and user-centric design.



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## Work Experience



### Cisco (Webex Contact Center) (2019 - 2025)

#### Product Manager (2024 - Present)

Driving the integrations, action framework, and voice experience for Webex AI Agents.

- Championed a **unified integrations vision**, aligning stakeholders across multiple Cisco product teams to deliver a reusable framework that **accelerated go-to-market** for AI Agents while benefiting the broader Webex ecosystem
- Designed and launched an **automated pipeline** that converts API docs, OpenAPI specs, and Postman collections into AI Agent-ready connectors, **cutting development time from weeks to hours**.
- Unified the actions framework across diverse integration sources (custom Webex actions, MCP servers, and A2A integrations), **simplifying configuration** and ensuring seamless **cross-platform workflows**.
- Enhanced the AI voice experience by evaluating and integrating multiple ASR vendors, leveraging **user research**, **customer insights**, and data-driven decisions through **A/B testing** to improve performance and user satisfaction.

#### Software Engineer (2022 - 2024)

Leading the front-end development, while playing multiple roles in a research focused team developing AI video applications

- Published** a novel video delivery architecture, using a web based custom video player to enhance customer engagement, as detailed in this [publication](#) (click to open link)
- Developed a scalable pipeline for video generation, using **AWS Lambda + SQS** to create **100 personalized videos/min**, with **10x faster** output than the MVP.
- Implemented a custom server side rendering service based on **AWS Lambda & CloudFront** to deliver personalized website-metadata and sign-in-less authentication
- Created a **custom AI Agent** that converts documents and web context into storyboards for automated video generation.
- Integrated custom **LoRA-trained Stable Diffusion** models to generate branded video assets, enabling scalable personalization across enterprise clients.
- Conducted several team learning sessions, technical interviews and created practical assignments for senior hires
- Spearheaded end-to-end **UI/UX design** and **cross-functional collaboration** with engineers, 3D artists, and customers, earning multiple performance [awards](#) (click to open link)

#### Product Designer (2019 - 2022)

Worked on a WebRTC based video calling app for customer management in healthcare and field services

- Designed a feature rich **video conference interface** end to end, from **UX research** to **prototyping**
- Owned the development of **UI components** and maintained a **Storybook** library with **React & Typescript**
- As part of my internship built a **design system** which significantly improved design consistency and feature delivery

## Education

### BITS, Pilani Hyderabad - B.E. Mechanical Engineering (2016 - 2020)

- Elected as the **General Secretary** students union, with a **70% vote majority**, representing over **3500 students**
- Spearheaded the coordination of **three national fests**, campus events and various student activities
- Mentored over 20 juniors** in graphic design; Hosted several workshops on Photoshop and Illustrator

## Skills

**Technical:** Typescript, React, Nodejs, AWS (Lambda, SQS, Cloudfront, EC2), FFmpeg, HLS, Python

**Design:** Figma, Sketch, Photoshop, Illustrator, After Effects, Davinci Resolve

**Other:** Stable Diffusion, CAD, PCB design **Interests:** Building mechanical keyboards, Music, Tennis