

Swati Diwakar

swati.diwa@gmail.com

+91-9892061876

Bengaluru, India

<https://www.linkedin.com/in/swati-diwakar/>

With over 15 years of expertise in strategic leadership, product and service design, I specialize in transforming ideas into innovative solutions. My career journey includes driving entire life cycles of STEAM and Robotics products, championing innovative designs and delivering transformative products that inspire and engage learners.

My passion lies in creating cross-functional team leadership by leveraging technology for meaningful growth within an organization.

I excel in End-to-end product management, business operation and analysis of user data using SPSS and other analytical tools to drive strategic decision-making outcomes. I am constantly working towards creating pioneering solutions that redefine ingenuity and engagement.

Key Skills:

- Leadership Development
- Business Operations & Strategy
- End-to-end Project Management
- Learning & Development Strategies
- Product and User Experience Design

Work Experience:

I. Company: Evobi Automations – August 2022 - Present

Job Title: **Senior Consultant and Head of Content & Curriculum**

Role & Responsibilities:

- **Strategic Leadership and Operational Efficiency:** Spearheaded process automation, cutting employee time by 57% and improving efficiency. Led L&D initiatives by conducting Training Needs Analysis with stakeholders to identify skill gaps and design targeted training programs. Developed secondary leadership, boosting team efficiency by 170% with only a 1.2% cost increase.
- **Curriculum Innovation and Content Development:** Led the development of cutting-edge K-12 and K-16 (Engineering) curricula, focusing on skill-based learning aligned with, NEP 2020, global learning standards and Sustainable Development Goals (SDGs). Produced over 200 hours of video content for Robotics, AI, and ML, setting new industry benchmarks.
- **Core Advisor for R&D and SaaS Product Development:** Served as the core advisor for R&D, spearheading the development of hardware and software products for robotics and software programming platforms as SaaS models. Managed the LMS system comprehensively and oversaw product launches from inception to market, ensuring successful transitions from 0 to 1.
- **Marketing Content Generation:** Generated targeted marketing content for B2B leads, enhancing brand visibility and driving engagement. Developed comprehensive strategies to showcase product capabilities, resulting in increased business inquiries and strengthened market presence.

II. Company: HackberryKids - February 2020 – October

2022 Job title: **Lead Curriculum Developer – Consultant**

Role & Responsibilities:

- **SaaS Design - Solution and Development:** Successfully designed and launched a SaaS-based LMS platform, enabling schools to license curriculum and providing self-paced learning options for both B2B and B2C markets. Developed robust LMS solutions, curating a comprehensive Online coding and STEM learning library for K-12 learners, ensuring accessible and effective self-paced learning

experiences

- **Strategic Curriculum Development and Training:** Defined product philosophy and executed the delivery, implementation, roll-out, and business adoption of innovative learning solutions. Designed cutting-edge K-12 and K-16 coding curricula, including specialized content for children with learning disabilities. Conducted A/B testing and developed a learning matrix to enhance educational outcomes. Implemented strategic design thinking to create customer-focused solutions, while providing training to ensure sales and delivery team readiness.

III. Company: Leo & Mike - February 2019 – May 2020 (Full Time) Job title: **Program Lead**

Role & Responsibilities:

- **Strategic Management and Leadership:** Developed and implemented customer profiling strategies and user journey mapping across B2B and B2C channels, maintaining an average NPS of 65 across all offerings. Led Agile/Scrum delivery teams to manage interdepartmental workflows and mentored 60 SAGE fellows across India, driving innovation and growth in multiple operation centers.
- **Innovative Curriculum and Product Development:** Built and led a talented product and instructional design team, focusing on 21st-century skill development and inclusion. Designed and launched the 'S.T.E.A.M. Innovator Program' for K-12 learners and developed gamified curricula for HTML, Python, AI, ML, Electronics, Robotics, and IoT. Established a Makerspace for hands-on learning, complete with 3D printing, laser cutting, CNC, and electronics sections.
- **Strategic Business Partnerships:** Liaised with Sah-Krta Foundation for the comprehensive development of Sircilla village, Telangana District, creating a preliminary report and a five-year plan draft. Partnered with Telangana State Government and T-Works to create camps and curricula for Basics of Arduino and Origami. Managed content development, training, and implementation for the Kala Gurukul Program for ACK Alive (Amar Chitra Katha) Hyderabad, optimizing pre and post-sales processes for efficiency and effectiveness.

IV. Company: Thinklabs Technosolutions Pvt Ltd - March 2012 to October 2018 Job title: **Project Manager** – June 2016 to October 2018

Role & Responsibilities:

- **Management, Strategy, and Planning:** Led cross-functional teams and managed stakeholder communication, overseeing product development from inception to implementation. Directed the R&D, Delivery, and Production teams for the B2B product "Hands-on STEM," successfully empowering over 250 teachers and 35,000 students. Analyzed CRM data to generate comparative reports and implemented effective solutions to enhance performance and outcomes.
- **Product and Content Management:** Established the philosophy for hands-on science activities and managed the complete design of the assessment platform. Finalized instructional content created by Subject Matter Experts, based on the ADDIE Model and 5E's of Learning. Set up workshops for prototyping with laser cutters and 3D printers, conceptualized and piloted STEM Club, and conducted a nationwide inter-school STEM competition. Identified capacity-building needs of the R&D team and planned internal training programs accordingly.

Job title: **Delivery Manager** – June 2014 to June 2016

Role & Responsibilities: Service and Product Delivery:

- Built and led a training team with zero attrition over 2.5 years, coordinating product and service delivery for over 75 schools across India. Automated interdepartmental communication, enabling the sales team to handle client support and demonstrations efficiently. Scheduled and managed training with international partners, BOOSTED Pvt. Ltd. UK, and designed comprehensive

internal and teacher training modules.

Job title: **Content Developer** – March 2012 to June 2014

Role & Responsibilities:

- Designed and created over 100 hands-on activities for grades 3 to 8, aligning with NCF guidelines by NEP. Developed assessment rubrics, trained teachers, and conducted classroom observation sessions. Co-created the content and implementation run book, ensuring seamless delivery of educational content.

V. Company: MEXUS Education Pvt Ltd - April 2011 to March 2012
Job title: **Senior Executive, Research and development**

Role & Responsibilities:

- Leadership in STEM Competitions: Created and conducted Level 2 and 3 of the National finals for 'Iken Scientifica' (2010, 2011), an international hands-on STEM competition at IIT. Served as a judge for the National finals, ensuring high standards and fair evaluation.
- Innovative Product and Content Development: Designed hands-on STEM products and modules, and developed comprehensive manuals for DIY kits and 'Iken Scientifica' Inventor's Module Books, enhancing the educational experience for learners.

VI. Company: ICLES Motilal Jhunjhunwala College - August 2009 to March 2011
Job title: **Lecturer** - Department of Zoology; BSc – Zoology

Educational Qualification:

- Doctorate Scholar- Fellowship Program in Management - ISBR - Ongoing
- PGDM (Operations) – Welingkar Institute of Management Development & Research 2021 - 87%
- M.Sc. (Endocrinology and Reproductive Physiology) – University of Mumbai 2009 – 75.5%
- B.Sc. (Biochemistry and Zoology) – University of Mumbai 2007 – 78.5%

Software Knowledge:

- Adobe Suite
- MS Office Suite (O365)
- Python
- HTML & CSS
- Basics of JavaScript and jQuery
- Video-game design

Other Certifications

- Basic Course in Instructional Design, SNDT Women's University, Mumbai
- PoSH - Train the Trainer Program - SkillDeck Bangalore
- Critical Perspectives on Management – IE Business School Online
- NatGeo Course - Collecting Data to explore Plastic Pollution in our Communities
- Adaptive Leadership - Acumen

Projects and Voluntary work:

- Conducted hands-on science and 3D Printing workshops for the underprivileged learners in Dharavi
- Teamed with Pratham NGO to spread the impact of hands-on science in Santa Cruz and Dharavi – 2012-2015

- Studied the anomaly in guanine-cytosine contents of DNA and RNA viruses using basic bioinformatics tools for Research Scholars Meet held at the Institute of Science in December 2008
- Volunteered as Chief Self Defense trainer for girls in SIES College

Honors and Scholarships:

- Sri Tarabai Karandikar Award for securing first position in MSc (Part I and II)
- Best All Rounder for securing 1st Position in BSc. Zoology 2007
- Captain Srinivas Endowment for Best All Rounder of the year 2006
- A-grade in both B-Certificate and C-Certificate examination in NCC, SIES College girls' division.
- Best Cadet, India - 2005-06 and 2006-07

Other Interests

- Tinkering with Arduino and Raspberry Pi
- Martial Arts – Karate Shotokan
- Illustration and Calligraphy

Languages:

Professional Working proficiency: English, Hindi, Tamil, Marathi

Limited Working Proficiency: Korean, Malayalam

Elementary Proficiency: German