

Swati Diwakar

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<https://swatidiwakar.github.io/portfolio/>

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PROFESSIONAL SUMMARY

Strategic leader with 15 years of experience in startup environments, managing SaaS and hardware products from concept to scale. Expert in planned road mapping, cross-functional collaboration and KPI-driven optimisation to drive engagement and growth. Research-driven doctoral candidate in Innovation and Entrepreneurship, utilizing data-driven insights and design thinking to advance sustainable product innovation.

CORE COMPETENCIES

- Product Strategy & Roadmap Development
- Performance Metrics & KPI Management
- Problem Solving and Design Thinking
- Leadership Communication
- Market Research & Competitive Analysis
- Business Operations & Strategy

TECHNICAL PROFICIENCIES

Languages | Python, JavaScript

Developer Tools | Visual Studio Code, JIRA

Design Tools | Adobe Suite, Blender, SolidWorks

Frameworks | React, Django

Libraries | Pandas, NumPy, TensorFlow, jQuery

Statistical Tools | SPSS

WORK EXPERIENCE

Leadership Consultant – Head

Aug 2022 – Present

Evobi Automations Pvt. Ltd.

Bengaluru, India

- Automated core workflows, reducing employee time by 57% and boosting efficiency by 40%.
- Ran Training Needs Analysis and targeted L&D Leadership Development programs, lifting team efficiency by 170% at only a 1.2% cost increase.
- Developed NEP 2020 and SDG aligned K-12 and engineering curricula, delivering 200+ hours of Robotics, AI, and ML video content and integrating a comprehensive impact assessment system.
- Led end-to-end robotics hardware and SaaS platform rollouts from concept to market, driving 0-to-1 delivery and integrating LMS solutions across K-12, K-16, and CoE ecosystems.
- Rolled out Zoho CRM/Inventory, streamlined sales and generated 700+ leads at a 5% conversion rate.

Consultant – Lead Developer

Feb 2020 – October 2022

Hackberry Kids

Mumbai, India

- Rolled out a SaaS-based LMS to 30+ schools, empowering 500 teachers and 6,000 K-12 students with self-paced STEM and coding instruction.
- Designed inclusive K-12 coding pathways with 75+ hours of video curriculum and robust assessments; employed A/B testing and a learning-matrix framework to optimise student engagement and outcomes.
- Trained delivery teams in Scrum and design thinking, accelerating adoption and stakeholder alignment.
- Partnered with multiple Publication house as their official STEM and coding collaborator and secured award-winning certification for our curriculum.

Program Lead

Feb 2019 – May 2020

Leo & Mike

Hyderabad, India

- Maintained 65 NPS through customer segmentation and B2B/B2C journey mapping.
- Led cross-functional teams and mentored 60 fellows in a three-month, Pan-India SAGE fellowship.
- Launched the S.T.E.A.M. Innovator program and built Makerspace labs (3D print, CNC, laser).
- Co-developed a five-year village plan with Sah-Krta and K-12 makerspace curriculum with Telangana Govt & T-Works.
- Designed end-to-end instructional flows for summer and year-long workshops and integrated Salesforce CRM into Amar Chitra Katha's Kala Gurukul program to streamline lead tracking and sales processes.

Project Manager

Mar 2012 – Oct 2018

Thinklabs Technosolutions Pvt. Ltd.

Mumbai, India

- Directed R&D, delivery, production and training teams in Agile/Scrum environments to launch the Hands-on STEM product in 75+ schools, impacting 250 teachers and 35,000 students.
- Deployed CRM dashboards and reports to track opportunity pipelines and client trends, improving partner engagement, retention and upsell performance.

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- Automated interdepartmental workflows for sales support and training coordination, sustaining zero team attrition over 2.5 years and enhancing operational efficiency.
- Defined product philosophy and led the creation of an ADDIE- and 5E-based assessment platform; developed 100+ hands-on STEM activities aligned with NEP guidelines.
- Established prototyping workshops (laser cutting, 3D printing), piloted a national STEM Club and executed an inter-school competition, driving stakeholder buy-in and program growth.

Senior Executive, Research and Development

Apr 2011 – Mar 2012

Mexus Education Pvt. Ltd.

Mumbai, India

- Created and conducted Levels 2 & 3 of Iken Scientifica National Finals (2010–2011) at IIT, judging rounds to uphold rigorous standards and fair assessment.
- Designed hands-on STEM modules and DIY kit manuals, including Iken Scientifica Inventor's Module Books, to enrich learner engagement and instructional quality.

Lecturer

Aug 2009 – Mar 2011

ICLES Motilal Jhunjhunwala College

Mumbai, India

- Delivered lectures and conducted practical sessions for 370+ undergraduate students

EDUCATION

Fellow Program in Management (Doctorate)

2024 – Present

ISBR Business School

Bengaluru India

PGDBA (MBA) – Business Operations

2021

Welingkar Institute of Management Development & Research

Mumbai, India

M.Sc. in Endocrinology & Reproductive Physiology

2009

Institute of Science, University of Mumbai

Mumbai, India

B.Sc. in Biochemistry & Zoology

2007

SIES College of Arts Science and Commerce, University of Mumbai

Mumbai, India

HONORS AND SCHOLARSHIPS

- Srimati Tarabai Karandikar Award for securing first position in MSc (Part I and II) 2008 and 2009
- Best All Rounder for securing 1st Position in BSc. Zoology 2007
- Captain Srinivas Endowment for Best All Rounder of the year 2006
- Secured A-grade in both B-Certificate and C-Certificate examination in NCC, SIES College girls' division.
- Best Cadet India - 2005-06 and 2006-07

CERTIFICATIONS

- Product Ideation, Design, and Management – University of Maryland, Coursera
- 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
- Adaptive Leadership – Acumen

PROJECTS AND VOLUNTARY WORK

- Conducted hands-on science and 3D Printing workshops for the underprivileged learners in Dharavi
- Teamed with Pratham 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
- Chief Self Defence trainer for girls in SIES College from 2005 – 2007

LANGUAGES

- **Proficient Languages** | English, Hindi, Tamil, Marathi
- **Limited Working Proficiency** | Malayalam, Korean
- **Elementary Proficiency** | German, Japanese