Bibhishan Karadkar

bibhishan_k@yahoo.com • +1 (408) 931-0588 • San Jose, CA • LinkedIn • website https://bkaradkar.net

Sr. Technical Project Manager

Accomplished Sr. Technical Project Manager with 9+ years experience and additional software engineering expertise, leveraging tools, partnerships and technology to deliver business value. In total of ~19 years experience, I demonstrated success identifying new technologies and opportunities to develop solutions that drive revenue, efficiency, and productivity. Strong reputation for building collaborative relationships with cross-functional teams (engineering, product, infrastructure, data) across multiple time zones (China, India, U.S.), effectively leading and executing initiatives.

Individual Technological Accomplishments: Developed a website utilizing Streamlit and Python aimed at assisting individuals in their job search process, accessible at https://www.interviewhelperai.com. Deployed the application on an AWS EC2 instance. The website features to empower users worldwide with personalized and effective interview preparation assistance leveraging cutting-edge AI technology. This project is my exploration of new technologies, particularly in Generative AI. Users can • Review Resume against Job description, • Generates interview question answers and cover letter • Interview like chat conversation • Interview questions in audio.
Large Language Models (LLM's): OpenAI, Gemini Pro, Llama-2
Tools/technologies: Langchain, Prompt Engineering, Google OAuth, Firebase,

PROFESSIONAL EXPERIENCE

Zoom Video communication, CA (Sr TPM)   *09/2021 – PRESENT*

- Managed several end-to-end cross-functional projects for eCommerce marketing online revenue growth.
- Achieved rapid promotion within 1 year due to exceptional performance and impactful contributions.
- Recognized with awards like "Dream Team" and "All In One" Award by the GM during All Hands meetings.
- Led 8-10 projects/Qtr & managed big teams of 10-15 engineers addressing all blockers & launches.
- **Key Initiative 1) Forced Break 40 min for free sequential meeting (Free user monetization)**
  - Managed global program to limit users have 1:1 meetings reducing duration & restricted back to back meetings (Impact : Drove massive revenue growth for Zoom in FY23 ~$2M).
  - Collaborated with 7-8 technical teams and non technical (Product,Finance, revenue, sales, legal, marketing) leading to successful implementation.
  - Led 10-15 Engineers and QA team in the development and launch.
  - Led project planning & execution across infrastructure, mobile, desktop, and web.
  - Conducted A/B testing for 5 min and 10 min break control variant before 5 weeks of the roll out.
  - Partnered w/ data team to integrate analytics and measure via Tableau dashboards.
- **Key Initiative 2) Data Science & Engineering (Audience segmentation ~$3M expected revenue)**
  - Collaborated 6 product teams & data science to enable data tracking in Snowplow telemetry.
  - Led projects with Data Engineering to merge diverse data sources for comprehensive demographic, behavioral, psychographic, and usage data in Snowflake, processed in Databricks.
  - Engaged in Exploratory Data Analysis (EDA) discussions and Feature Engineering, utilizing the k-means algorithm with the Elbow method identify # of segments: Champions, Dormant, At Risk.
  - Collaborated with 5 Product Eng teams to share data that will help in enabling targeted customer engagement through predictive data on web and client platforms.
- Adopted Agile, Scrum and Waterfall approaches using tools like JIRA, Asana MS Project, Custom template.
- Led In App Purchase programs for improving checkout of Zoom products on Apple and Android devices.
- Managed NPI enablement of Zoom Products for Online customers like Zoom Phone, Home Destination.
- Managed project plan for Zoom AI Companion that uses natural language processing (NLP), machine learning, and voice recognition technology to understand meetings and convert into meeting summaries.
- Led project related to cloud recording enforcing limits for online customers (Impact $296K MRR) partnering with infrastructure teams.

- Led projects related to product growth marketing to increase sign up on Client & Web and Free Sign-Up Optimizations (Impact 500K MRR) partnering with Marketing & Retention Product Management.
- Managed projects related to Mobile & desktop client for showing pre & post meeting dialogues to Online customers for driving retention promotions for Online marketing increasing free to paid conversions.

Zensar Technologies - Client : Cisco Systems
Technical Project Manager   *04/2014 - 09/2021*
Key Initiatives :
1. **The Multiplier Effect (https://www.multiplydiversity.com/)**
   Led a cross-functional teams to containerizing and migrating inhouse applications to AWS for the Multiplier Effect project, managing cost, budget, and AWS account setup. Configured various AWS components(EC2, VPC, S3, ELB, CloudFront, IAM, RDS, CloudWatch, EKS, ECR) and managed Docker containers, implementing CI/CD pipelines for deploying images and focusing on containerizing the Drupal Web App on a PHP+Apache image.
2. **Learning system recommendations for Cisco employees**
   - Led the System Recommendation project as a Technical Project Manager, overseeing the implementation of a machine learning engine for personalized learning recommendations based on diverse attributes.
   - Collaborated with global teams, engaged in strategic planning, architecture design, and hands-on coding, demonstrating proficiency in Python and Big Data tools, and optimized recommendation accuracy through algorithm adjustments and knowledge of Hadoop, Scoop, Hive, Spark, and Solr.
3. **Learning Management System, Content Management System (TeamSIte) migration to new enterprise platform**.
   - Led managed communication and coordination for integrated application teams at Cisco, developing the next-gen UI for the Enterprise Learning site, configuring the Sales Enablement Reach Media platform, and contributing to a multilingual mobile app for partners. Key involvement in enterprise-level application platform migrations.

Software engineer, Senior Technical Lead   *03/2004 – 04/2014*
   - Spearheaded client collaboration, roadmap development, and successful project delivery, with a focus on enhancing Enterprise Learning Services, facilitating ERP integration for cost savings, implementing Mobile Transformation, and actively engaging in agile development and continuous delivery, along with framework enhancements, search engine integrations, and seamless application integrations using Web Service Gateways.

Employer: ETH/Dishnet DSL, Pune India -   *Prior experience and achievements*
   - As a Java Developer, I utilized multithreading and Socket programming to design a chat server, incorporating Visual Basic for the user interface on the client side and Java for server-side operations.
   - I had the privilege of working with Dr. Vijay Bhatkar, the CEO of Dishnet, and showcasing learning applications/projects to **India's President, Dr. APJ Abdul Kalam**.

EDUCATION
Master of Computer Management **(MCM) -** Savitribai Phule Pune University
Diploma in Computer Management **(DCM)** - Savitribai Phule Pune University
Certifications / ONLINE TRAININGS
- **AWS Certified Cloud Practitioner**
- **AWS Certified Solutions Architect – Associate**
- **Certified Scrum Master (SCM)**
- **Introduction to Generative AI**
- **Udemy**: Hadoop, Hive, SQOOP, Spark, Solr, Agile Scrum Development for Manager