Bibhishan Karadkar

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Technical Project & Program Manager

Seasoned leader with proven success leading cross-functional teams through complex IT projects from inception to completion, ensuring timely delivery within budget and scope.

Extensive experience collaborating with diverse stakeholders, including management and senior leadership, to define project goals, prioritize tasks, and drive strategic initiatives forward. Skilled in hands-on technical execution, focused on bridging the gap between development teams and project objectives to streamline workflows and optimize resource allocation. Track record of successfully managing multi-shore teams across different time zones (US, China, India). Continuously staying abreast of emerging technologies and industry trends to identify opportunities for innovation and process improvement. Instrumental in conveying technical concepts to non-technical stakeholders and promoting productive relationships across all organizational levels. Known for consistently meeting project milestones and exceeding expectations through meticulous planning, resource management, and risk mitigation strategies.

Areas of Expertise

Technical Project / Program Management | Cloud Computing (AWS) | Strategic Planning & Execution | Machine Learning | Technology Implementation | Agile Methodologies | Data Analysis & Visualization | Cross-functional Collaboration | Team Leadership | Process Optimization | Stakeholder Management | Payments, Billing | E-Learning Domain

Professional Experience

Zoom Video communication, San Jose, CA
Technical Project Manager | 2021 to Present

Led numerous end-to-end cross-functional projects with a special emphasis on driving eCommerce marketing revenue growth. Oversaw 8-10 projects per quarter, managed teams of 10-15 engineers, addressed all obstacles, and ensured successful launches.

Key Achievements:

➢ Facilitated Agile, Scrum adoption, leveraging tools like JIRA across IT and Business teams, to streamline development and prioritization.

➢ Enhanced checkout experience for Zoom products on both Apple and Android devices by overseeing In-App Purchase initiatives.

➢ Led Strategic Initiatives for Zoom Products, Spearheading the NPI Enablement Strategy for Online Customers and Directing the Development of Zoom AI Companion, Leveraging NLP, Machine Learning, and Voice Recognition for Meeting Summaries.

➢ Drove project enforcing cloud recording limits, generating $296K MRR impact through collaboration with infrastructure teams.

➢ Spearheaded product growth marketing projects which augmented sign-up rates on both Client and Web platforms, while optimizing free sign-up conversions, resulting in a significant impact of $500K in monthly recurring revenue (MRR).

➢ Enhanced client experiences, boosting retention and conversion rates with pre and post-meeting dialogues.

➢ Skilled at engaging stakeholders across organizational hierarchies, fostering relationships, and resolving conflicts.

➢ Acknowledged for exceptional performance, resulting in rapid promotion and prestigious team awards like "Dream Team".

Key Initiatives/Projects:

➢ **Introducing Forced Breaks for Free Sequential Meetings(Free User Monetization)**
  – Managed a global program enforcing 40-minute breaks between sequential meetings, curbing back-to-back meetings, and contributing to Zoom's $2M revenue growth in FY23..
  – Partnered with 7-8 technical and non-technical teams, including Product, Finance, Marketing, Revenue, Sales, Legal, Data, Zuora, and Salesforce for successful implementation on platforms like mobile, desktop, and web.
  – Directed project planning and execution across multiple platforms, including infrastructure, mobile, desktop, and web.
  – Conducted A/B testing while comparing variants with 5-minute and 10-minute break durations.
  – Partnered with the data team to integrate analytics and measure the initiative's impact through Tableau dashboards.

➢ **Audience Segmentation Strategies for Revenue Maximization(Data-Driven Subscription Growth)**
  – Implemented data tracking in Snowplow telemetry in association with six product teams and data science experts.
  – Managed projects with Data Engineering teams to consolidate diverse data sources, aggregating demographic, behavioral, psychographic, and usage data in Snowflake, processed through Databricks.
  – Engaged in discussions on Exploratory Data Analysis (EDA) and Feature Engineering, utilizing the k-means algorithm alongside the Elbow method to identify segments such as Champions, Dormant, and At Risk.
  – Liaised with five Product Engineering teams to share data insights that enabled targeted customer engagement through predictive data on web and client platforms. This project has expected revenue growth of ~3M

Cisco Systems - San Jose
Technical Project Manager | 2014 to 2021

Spearheaded project planning and scheduling efforts while meticulously crafting timelines, defining scopes, and allocating resources to ensure seamless project execution. Managed risk by identifying potential obstacles, devised mitigation strategies, resolved issues to maintain project momentum, and delivered results within budget/timeline constraints.

Key Initiatives/projects:

➢ **The Multiplier Effect (**www.multiplydiversity.com/**)**
  – Steered cross-functional teams with a keen focus on the containerization and migration of in-house applications to AWS for the Multiplier Effect project, ensuring efficient management of costs, budgets, and AWS account setup.
  – Provisioned and configured various AWS components (EC2, VPC, S3, ELB, CloudFront, IAM, RDS, CloudWatch, EKS, ECR) to facilitate cloud computing, while managing Docker containers.
  – Implemented CI/CD pipelines to deploy images and focused on containerizing the Drupal Web App using a PHP+Apache image.

➢ **Learning System Recommendations for Cisco Employees**
  – Directed the System Recommendation project as a Technical Project Manager with special emphasis on implementing a machine learning engine for personalized learning recommendations based on diverse attributes.
  – Collaborated with global teams to lead strategic planning, architecture design, and hands-on coding.
  – Demonstrated proficiency in Python and Big Data tools, optimized recommendation accuracy through algorithm adjustments, and utilized Hadoop, Scoop, Hive, Spark, and Solr.

➢ **Learning Management System, Content Management System (TeamSite) Migration to New Enterprise Platform**
  – Managed communication for integrated application teams at Cisco and played a pivotal role in developing the next-gen UI for the Enterprise Learning site (https://learn.cisco.com).
  – Configured the Sales Enablement Reach Media platform and contributed to the development of a multilingual mobile app for partners. Played a key role in enterprise-level application platform migrations.

Additional Experience: *Software engineer, Senior Technical Lead at Cisco Systems and Multiple technical roles in India.*

Individual AI Technological Accomplishments

➢ Developed and implemented a dynamic website using Streamlit and Python, hosted at www.interviewhelperai.com, dedicated to optimizing the job search experience.

➢ Deployed application on an AWS EC2 instance to ensure seamless accessibility. Google Analytics implemented for monitoring.

➢ The website features to empower users worldwide with personalized and effective interview preparation assistance leveraging cutting-edge Artificial Intelligence (AI) technology. Pioneered the utilization of robust Generative AI techniques to enhance user engagement.

➢ Empowered users globally with personalized features, including resume analysis against job descriptions, generation of interview questions and ideal answers, generating cover letters, and simulated interview interactions via chat and audio communication.

Technical Skills

Tools/technologies: Smartsheet, Figma, JIRA, Rally, Python, Steamlit, Langchain, Prompt Engineering, G OAuth, Firebase, Tableau, Salesforce, Toad, MySQL, Java/J2EE, XML, HTML, JSON, JSP/Servlets, Struts, Spring Hibernate, CICD, GitHub, Jenkins, Micro Services, Container/docker, Oracle, Snowflake

AWS Cloud: EC2, VPC, S3, ELB, Auto scaling, Cloud-Front, IAM, RDS, CloudWatch, EKS, ECR

Large Language Models (LLM's): OpenAI, Gemini Pro, Llama-2

Certifications / Online Training

AWS Certified Cloud Practitioner **|** AWS Certified Solutions Architect – Associate **|** Certified Scrum Master (SCM) **|** Intro to Generative AI

Education & Credentials

Master of Computer Management (MCM) | Savitribai Phule Pune University, India
Diploma in Computer Management (DCM) | Savitribai Phule Pune University, India