

Bibhishan Karadkar

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Technical Project Manager

Experienced software leader adept at driving business results through collaborative leadership, guiding high-performing global teams in lean Agile, DevOps, and Big Data projects for transformative success over 9 years.

Projects worked on to learn latest technologies like Generative AI:

Constructed a personal profile website using Streamlit and Python (<https://bkaradkar.net>) and deployed it on an AWS EC2 instance. The website features projects from my exploration of new technologies, particularly in Generative AI, created with the utilization of the OpenAI API and Google's Bard Gemini API.

PROFESSIONAL EXPERIENCE

Employer: Zoom Video communication, CA

Sep 2021 – PRESENT

Technical Project Manager

Led cross-functional e-commerce projects, prioritizing revenue initiatives from concept to launch, and secured a rapid promotion within a year for exceptional performance and impactful contributions.

- **Free user monetization projects**
 - Introduce forced break between meetings
 - Implemented forced breaks between consecutive Zoom meetings to counter users exploiting the 40-minute limit, creating opportunities for monetization among free users.
 - Conducted cross-functional meetings with teams in strategy, finance, revenue, legal, and marketing, addressing the impact of changes and exploring strategies for user upgrades, including coupon incentives.
 - Led project kick-off meetings involving mobile, desktop, and web engineering, ensuring seamless collaboration and Agile implementation. Worked with the data team to integrate analytics and enhance visibility through Tableau dashboards.
 - Spearheaded a revenue-driving project, resulting in a significant \$500k MRR growth.
 - Reducing time limit of 1:1 free meetings
 - Implemented a uniform 40-minute meeting duration limit for all Basic (free) users, focusing on 1:1 meetings to streamline and enhance user experience.
 - Led cross-functional discussions and project kick-off meetings, involving teams in strategy, finance, revenue, legal, marketing, mobile, desktop, web engineering, and QA. This initiative contributed significantly to a \$500,000 increase in Monthly Recurring Revenue (MRR).
- Guided diverse product growth initiatives, introducing dynamic post-meeting dialogs, sign-up options for unauthenticated users, and incentives for free users on mobile and desktop, while ensuring comprehensive data tracking in Snowplow for analysis.
- **Audience segmentation, Data science project**
 - Collaborated with Data Engineering to integrate diverse data sources, ensuring comprehensive demographic, behavioral, psychographic, and usage data in Snowflake, later processing it in Databricks.
 - Participated in discussions for Exploratory Data Analysis (EDA) and Feature Engineering, utilizing the k-means algorithm with the Elbow method to identify potential customer segments: Champions, Dormant, and At Risk.
 - Socialized segment data with product teams, making predictive data accessible on web and client platforms for targeted customer engagement.

Employer: Zensar Technologies/Cisco, CA
Technical Project Manager

May 2014 – Sep 2021

Projects:

1) The Multiplier Effect (<https://www.multiplydiversity.com/>)

- Led a cross-functional team in containerizing and migrating an application 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 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.

Employer: Zensar Technologies, CA

2004 – April 2014

Client: Cisco Systems, CA

Software engineer, Senior Technical Lead,

- As a Senior Tech Lead, 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

Java/ J2EE Sr. Developer,

- As a Java Developer, implemented multithreading and Socket programming to craft a chat server with a Visual Basic client-side interface, collaborated with Dr. Vijay Bhatkar, CEO of Dishnet, and presented learning applications 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