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Technical Program Manager

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WORK EXPERIENCE

Checkr | *Developer Experience*
Oct 2022 – May 2023

Checkr provides background checks as a service to various recruiting, gig work, and SOC2 partners to integrate and use in their workflow.

Guided Developer Implementation

- Launched re-imagined developer guides by integrating just enough documentation into actions needed to complete the integration, and validating those actions (API calls, webhooks) as a means to ensure optimal UX and compliance instead of traditional documentation.
- Enabled screening teams (education, employment, criminal records, motor vehicle records, etc.,) to migrate their APIs and integration process to this new format, resulting in 50% less integration time and 40% better activation.

Access control and logging

- Led self-service tooling to discover integration performance and access issues early and often, leading to secure, automated resource grants and approvals.
- Resulted in 30% fewer support tickets in EA customers in under 6 months.

Clari | *Platform and APIs*
Oct 2021 –Aug 2022

Clari is a sales and revenue prediction and recommendation engine utilizing activity signals from CRM and other external data sources.

API-first enablement

- Implemented authentication/authorization, API gateway, observability, logging, and other infrastructure in readiness to org-wide API-first thinking.
- Roadmapped and co-designed consistent and sensible APIs and tooling to ingest and export data to expand SAM and TAM for existing and new customers. Partnered with activity tagging, AI projections, analytics, and recommendations teams to understand their customers' revenue workflows.

Revenue data benchmarking

- Envisioned a product that federates industry-wide trends and surfaces comparisons and benchmarks between and within organizations and sectors.
- Improved customer revenue retention by identifying 50+ usage event types.

Google | *Nest Partner Engineering*
Jul 2018 – Jan 2021

NPE helps players in the smart home industry integrate with Google Assistant, and provide users with a secure, easy way to interact with devices in their home.

Dialogflow to lifecycle migration

- Coordinated EA and GA timeline and mitigated risk to move customers away from invocation-based actions to API-based integrations that manage device discovery, linking, state reporting, and multi-factor authentication using device types and traits.
- Scaled the partner ecosystem from 60 to over 600 partners across strategic, scaling, and self-service categories, serving 700M+ users.

Matter smart home standard

- Worked with Amazon, Apple, and other Matter (formerly Connected Home over IP) alliance members to work on protocols, discovery mechanisms, automatic linking, routers, etc., for inter-compatibility and collaboration.

EDUCATION

Georgia Institute of Technology
Aug 2016 – May 2018

Masters in Human-Computer Interaction

Visvesvaraya Technological University
Aug 2010 – May 2014

Bachelors in Computer Science and Engineering

SKILLS

Core Skills
Setting up and concluding programs
Aligning business OKRs to PM initiatives
Coaching PMs on aligning KPIs to OKRs
Agile Kanban and Scrum (Jira, Confluence)
Executive and strategy presentations
Stakeholder relationship building
Creating metrics and visualizations in dashboards

Design
Figma, Sketch, Photoshop, Xd
Responsive HTML, CSS
JS Frameworks

Research
Competitive Analysis
Interviews
Usability Testing
Survey Design

Programming
Python
SQL and NoSQL
JavaScript
REST APIs

Other
DevOps and Infrastructure
AI and Machine Learning

INITIATIVES

- Top 1% mentor, ADPList
- Leadership Education and Development, Georgia Tech