

## EDUCATION

## Indian School of Business

April 2019 – April 2020

Post Graduate Program in Management, **Intended Specializations:** Marketing, Strategy and Leadership, **CGPA 3.31/4.00**

- **National Winner** (1/60 teams), Splash Math Product Case Competition
  - Proposed **product launch strategy** and **roadmap** for the EdTech startup “SplashMath” to venture from US to Indian market
  - Defined customer needs, **prioritized** product features, identified **KPIs**, understood **tradeoffs**, and restructured monetization strategies
- **Lead Coordinator**, Events and Operations, ISB Leadership Summit 2019 (hosted 35 CXO level speakers and Parliamentarians)
  - Led a 6-member team to formulate the **operating plan** for event management; administered a budget of **INR 17L**
  - Directed team of **30 volunteers** and **11 vendors** to manage registrations, logistics, merchandize, and food and beverages
  - Achieved **record sales of INR 2.93L** through targeted promotions using emails, social media, push notifications, and merchandizing

## PES Institute of Technology, Bangalore

September 2011 – May 2015

Bachelor of Engineering (Computer Science and Engineering), **CGPA 9.46/10.00**

- Published EdTech based **IEEE paper** - built a product to find concept-based questions from GATE exam history and video explanations
- **National Finalist** (10/350), ICICI Trinity- Ideated & presented *qLess*, a self-checkout shopping app to Chanda Kochchar in fintech contest
- **National Finalist**, MIT Media Lab Design Innovation Workshop – Featured in Live Mint e-paper under “**Top 10 Tech designs in 2014**”
  - Built an **Android App ‘Pin Bhejo’** that enabled customers to input their Debit Card pin on their phone instead of merchant’s POS

## WORK EXPERIENCE

## Citrix R&amp;D India Pvt Ltd | Software Engineer

July 2015 – April 2019

~ 4 years of cross functional experience in the software industry, working with multiple Fortune 500 clients over 4 geographies

Key Achievements

- Offered two **fast track promotions** (transitioned from “Test Engineer 1” to “Software Engineer 2”) within 3 years (average 5 years)
- Won a global Citrix-wide hackathon (1/180 teams) for building a framework to enable **microservices-based** product testing on AWS
- Handpicked by Senior Management as **Ambassador of Technical Initiatives**, to solidify Citrix’ position as a technology thought leader

Product Management and Development

- **End-to-end product owner** for an automation framework to test the product **Citrix ADM** (a **SaaS** loadbalancer management platform)
  - **Prioritized product features** and **identified KPIs** by designing and conducting usability tests
  - Reduced **product testing time by 99%** (from 800 manual testing hours to 8 automated hours of code run) by automating 2000+ tests
- Decreased product shipping cycle by 25% by launching continuous integration and continuous delivery (**CICD**) **initiatives**
  - Enabled 30-minute product testing cycles, by leading a team of 5 from **US, Greece and India** to build **Jenkins-based testing pipeline**
  - Detected and **diagnosed 220 bugs** in their nascent stages, preventing delayed bug discoveries and customer defects
- **Led a 5-member team to build automation framework** to test “**Netscaler Control Center**” (an openstack-loadbalancer integrator)
  - Reduced fortnightly product testing time by 97% (100 man-hours to 3), by writing 100+ **python** scripts, automating 500+ test cases

Customer Orientation

- Enabled **60% reduction in customer calls** (feature calls per week down from 10 to 4) by building self-help customer tool for DB cleanup
- Empowered 40% reduction in customer support queries by **writing feature specific documentation** and handbooks
- Improved **bug-fix-time by 30%** by building OpenSSL based negative tool used to reproduce customer security issues inhouse
- Identified 150+ **UX design improvements** by collaborating with design team, enabling increase in customer satisfaction

Process Enhancements and Analytical Skills

- Build interactive **data visualization dashboard** using **Tableau** to identify **API** calls taking longer than threshold time
- Reduced **customer complaints by 25%** for security features by **analyzing data** to predict stress failure points
- Achieved zero repeat incidents after resolving **200+ recurring customer problems**, using **Jira** to guide **agile** practices on team of 8
- Reduced **redundancy** in code base by **30%** by redesigning features and building 40+ Python and **Perl** modules to enable standardization
- Spearheaded **roadmap** for code coverage initiatives; achieved **80% coverage in 4 weeks** (company standard 70% in 10 weeks)

Stakeholder Management and Interpersonal Skills

- **Trained 20+ manual testers** on basic python, APIs and SDKs
- Launched **version control** for the 15-member team by integrating internal development and testing systems with **Perforce**
- **Mentored 2 interns** over 6 months on end-to-end task completion and new tasks, both interns were offered full time jobs post internship
- Contributed to **30% YoY increase** in Bangalore site-level participation in 3 global Citrix-wide Tech Fairs, from 100 to 190 employees
- Organically increased Citrix FB **page likes by 29%** (1800 to 2500), after being the first non-marketing employee chosen to run the page
- **Twice elected as President** of Citrix Orators Toastmasters Club - mentored 25+ Toastmasters, piloted weekly meetings

## ENTREPRENEURSHIP EXPERIENCE

## EventsCorp | CEO and Co-Founder

February 2017 – September 2018

~ 1.5 years of event management experience in the corporate employee engagement space for several international conglomerates

- Organized **30+ events** for multiple corporates like Schneider Electric, Adobe, Fortis Hospitals, HighApe, HDFC Bank, Jumbotail.
  - Enabled a **70% decrease** in time-to-deliver compared to industry standard for pre-set standard events (from **10 days to 3 days**)
  - Negotiated commission-based contracts with 10+ vendors, 10+ artists, 3 colleges and 6 venues across Bangalore

## EXTRA-CURRICULAR ACTIVITIES

- **Cricket**
  - **Organizing Chair, Bangalore Cricket Guild** – Led a team of 3 to organize a 6-week cricket tournament featuring 180+ players playing 30 matches, raising sponsorships of **INR 5L** and media coverage on Radio Indigo worth **INR 75K**
  - **Senior Correspondent**, Sportskeeda - Received over **1L hits** with match reviews, player interviews, and press conference coverage
  - **Opening Batsman**, Garfield Cricketers Club – Fifth Division, Karnataka State Cricket Association
- **Lead Coordinator, Humans of ISB** – Led a team of 8 across Hyderabad and Mohali to aggregate and curate content for Humans of ISB; organically increased FB page likes by 13% (5100 to 5800)
- **Co-Founder**, PES Entrepreneurship Cell - Organized 20 workshops to build entrepreneurial awareness; raised sponsorship of INR 5L
- **Stand-up comic** – performed in 4 stand-up comedy shows in ISB; each show attended by 150+ spectators