Nisha R. Iyer

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Highly skilled product leader coming from over a decade of data science/ ML expertise, with a proven ability to drive AI, product and data strategy, within large businesses as well as startups. Expert at growing and leading product development (UX/UI, data science and engineering teams) as well as driving transformation and change across complex businesses. Experience in working closely with other executive level leaders to design, develop and deploy product with a strong base in transforming data into analytical framework to optimize business decisions. Pairs strong quantitative background with executive-level business acumen and communication skills, creating practical data science solutions which deliver business value. Active proponent of diversity in the practice of leadership of data science. Maintains expertise in the following areas:

- Data Science: AI/Deep Learning, Statistical Modeling, Machine Learning, Natural Language Processing, Forecasting/Time Series Regression, Visualization, Data Warehousing, Agile Methodology: DevOps, MLOps
- Leadership: Team building, Adaptability, Trusworthiness, Creative Problem-Solving, Organizational Effectiveness, Change Management, Stakeholder Relations, Client Relationship Management

Professional Experience

Atlassian, *Head of AI/ML Systems, Customer Support (CSS)* **Feb 2023 - Present**

- Led business transformation at Atlassian with a focus on AI/ML tooling, driving innovation and improvement within Customer Support Services (CSS)
- Led partnership and built the bridge between Support and Product, positioning support as the guiding light to help launch new features in our products
- Building a new product, to be released in 2025, with an innovative stealth and senior team within Atlassian's product org - acting as AI subject matter expert
- Developed and executed data strategy within the Support domain, ensuring exceptional experiences for both end users and internal teams, driving overall support efficiency up by 15% over one year
- Drove cost down 40m over FY24, leading initiatives in auto triage as well as AI assist for Level 2 and Level 3 requests
- Overhauled Knowledge Management within support, taking a 20 year practice and implementing a new system that drove down work hours logged by support engineers by 11% and drove costs down overall by 4m
- Influenced executives to embrace change and innovation, advocating for the adoption of new technologies and methodologies to stay ahead of the competition and meet evolving customer needs.
- Spearheaded initiatives to drive efficiency across support operations, leveraging AI and ML technologies to streamline processes and enhance overall performance
- Drove strategy discussions with executives, providing insights and recommendations to align business objectives with technological advancements and market trends.
- Managed a team of talented data scientists and engineers (manager of managers), harnessing their expertise to influence and enhance CSS operations.
- Championed cross-team collaboration and mission-driven thinking to foster a cohesive and innovative work environment, building a strategic plan on how to use feature and bugs to influence both engineering and product - leading to a shared Objective for FY25

- Collaborated closely with stakeholders within Ops, including lead engineers, product managers and operations leaders, to align on objectives and priorities, driving continuous improvement and innovation within CSS.
- Played a key role in integrating data science and ML-based features into support processes, enhancing efficiency and effectiveness.

CoNote, San Diego, CA, *Cofounder and CTO* **Jan 2023 - Jan 2024**

- Co-founded CoNote, a tech startup, serving as the Chief Technology Officer (CTO) and Co-founder.
- Led product development with a small but might team, leaning into both execution as well as overall product strategy
- Successfully brought the product to market, resulting in approximately 200 active users.
- Conceptualized and developed the initial idea, an automated platform for Research Insights in minutes, for CoNote, leading to the formation of the company.
- Assembled and nurtured the founding team, fostering a collaborative and innovative environment.
- Spearheaded the ideation and development of CoNote's product from inception to market launch.
- Played a pivotal role in pitching to investors, contributing to securing a pre-seed funding round.
- Acted as both CTO and Chief Product Officer, overseeing the technical and product development aspects of the company.
- Collaborated closely with the CEO in sales efforts, client acquisition, and investor presentations.
- Transitioned to a technical advisory role in January 2023, providing strategic guidance and technical expertise to the company.

Data Society, Washington, DC, *SVP of Engineering, Product and AI/ML* **August 2017 – Jan 2023**

• Built and lead technology and product side of company – built a team from 2 to now 40+ people**,** cross functional team of engineers, designers, product managers and data scientists
• Built internal processes to scale and maximize production for company, minimized time spent on building technical trainings from 3-4 months to 15 minutes
• Thought and strategy leader on executive team – bringing in innovative ideas and most recently flipping the business model on its head from technical services to building an AI backed SaaS product
• Define the mission and vision of Data Society, with co-founders, and move towards these goals
• Led product development and acts as product owner, building this capacity out on the technical team and deploying iterations of a SaaS product – full version one to be deployed Jan 2023
• Led and built AI based engine – meldR Engine, that is able to build and customize training content based on client and dataset
• Led product development of Cyber Security - AI based semantic search engine, CAFÉ, for the Airforce • Presented final platform to General Van Ovost (4-star General) and many other high level stakeholders within the Airforce • Built out initial grass-roots hiring for team and grew the practice from within – scaling the team to around 20 people before there was an HR department onboarded at the company to assist with hiring
• Built an offshore team, reducing cost base, and growing this team as well to help with various aspects of the technical solutions and services
• Organized and develop team members within company to grow and eventually manage others
• Develop a team culture that yields very low turnover and high satisfaction and a very strong team culture
• Build and deliver education content in R, Python and Scala for federal and commercial clients
• Write production level code in Python and R

Discovery Communications, Washington, DC, *Manager Data Science & Strategy* **January 2016 – August 2017**

• Collaborate with data engineers, product managers and c-suite to optimize conversion on digital platforms • Identified opportunity to improve visitor experiences, developed content recommender system for digital team • Built a recommendation engine platform for the nine digital channels and worked with development team to integrate and incorporate within each digital channel's platform
 • Manage team of 6 Data Scientists to carry out various prescriptive analytics and predictive modeling to improve digital viewership and loyalty to the nine Discovery digital applications
 • Built out clustering tool using k-means algorithm to target new clients based off networks for ad sales team
 • Built look-alike models for marketing teams to engage new users on the linear television platform

Booz Allen Hamilton, Washington, DC, *Data Scientist* **March 2013 - January 2016**

• US Food and Drug Administration (FDA)
> o Worked with scientists to optimize processes of workflow management
> o Built and optimized performance of workflow platform by writing proprietary code
> o Worked with scientists to document requirements and based on their needs built out standardized reports and dashboards that they could all use
> o Presented finished products to scientists and helped them utilize these products so that they can actually optimize their workflow
• US Department of Labor (DOL) / Federal Emergency Management Agency (FEMA)
> o QA engineer on Benefits.gov – a federal website that houses 17 Federal Agencies' benefits and a survey on which any person can take and see which benegits they qualify for
> o Ensured content was up to date and presented on the website correctly as a content manager on Benefits.gov and Disaster Assistance (FEMA)
> o Worked directly with development team to build website and release updates within a 2 week sprint schedule o Followed Agile methodology closely, worked with Scrum master and attended daily standups, used Jira to track and complete tasks within website development

Education

The George Washington University 2014 - 2016 Master of Science, Data Science / Business Analytics (MS)
University of Maryland, College Park, *Magna cum laude* **2010 - 2012** Bachelor of Arts, Communication