



Preetom Chakraborty

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U.S. Citizen

Experience

SENIOR PRODUCT MANAGER, REDDIT – 2022-PRESENT

- PM owner for Reddit search relevance

SENIOR PRODUCT MANAGER, MICROSOFT – 2018-2022

- PM owner on Turing team for the Bing QnA feature, working across engineering, design, and UX to save users time by finding the best snippet from the web to answer Bing queries
- Helped ship QnA in non-English markets for the first time, bringing coverage on user queries from 0 to 24% over past two years with quality on par with competitors
- Shipped several iterations of deep learning question answering models, increasing feature coverage from 12 to 27% with highest competitive impact on org-wide metric in all of Bing
- Led a cross-team effort to ship first version of a recommendation system to recommend web pages to users, improving page click rate 8% and org-wide user retention metric 1%
- Created and managed team-wide process to analyze customer feedback and identify product improvement areas. Highest ranked team in Bing for resolving customer complaints
- Drove redefinition and implementation of internal offline QnA evaluation metrics using human labelers to better capture competitive product gaps and ensure product quality
- Revamped engineering team processes by implementing a OKR-based task management and prioritization system, biweekly code sprints, and other agile methodologies

RESEARCH ASSISTANT, UNIVERSITY OF MICHIGAN – 2017-2018

- Created an interactive dashboard using Flask and React for clients to identify the highest performing employees using statistical models based on team evaluation data

SOFTWARE ENGINEER, SOAR TECHNOLOGY – 2016-2017

- Created a web catalog with Django and Backbone.js for different virtual machine configurations, reducing time required to set up virtual machine environments by 75%
- Built a full stack application for concurrently monitoring the real-time status and data coming from several drones to better anticipate issues and improve error handling

Education

University of Michigan – M.S. Computer Science, 2018

Graduate coursework in NLP, parallel computing, and machine learning

University of Michigan – B.S. Computer Science, 2017

Skills

Programming: Python, JavaScript, HTML/CSS, C++, SQL