

## Kumar Rahul Prasad

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### SUMMARY

An innovative and credible leader with ~10 years of product development and product management experience. I have developed and managed scalable, secure, and reliable products for fortune 500 companies across North America, Europe, and Australia and created recurring revenue streams worth millions of dollars.

### EXPERIENCE

#### **DELOITTE** (*One of the Big Four accounting firms*)

*Technology Consultant (Intern)*

*May 2022 – Aug 2022*

- Fabricated a Cloud adoption strategy and a three-year roadmap with the potential to reduce the cloud operation cost by 25% by following a customer-centric approach to understand the pain points and performing strategic assessment and planning.

#### **F5 NETWORKS** (*Technology company specializing in application security and delivery networking*)

*Product Owner/Technical Product Manager*

*Sep 2019 – Aug 2021*

- Formulated cross-functional teams' alignment and collaboration to mold the product to be compliant with the requirements of the US department of defense by conducting customer and stakeholder interviews, experimenting with POCs (proof of concepts), and defining the vision & roadmap using effective prioritization techniques, creating sales revenue opportunity of ~ \$10 M.
- Enhanced the security of the product through a re-evaluation of the security policies and strategic prioritization of high-impact and critical defects, resulting in a 50% reduction in the number of vulnerabilities reported per quarter.
- Improved the customer satisfaction rating for handling service requests by 10% by communicating with the customers and stakeholders effectively, training the team to detect and prevent issues, and setting the right customer expectations.
- Piloted the initiative to localize the GUI portal of the product by conducting stakeholder interviews, defining MVP (Minimum Viable Product), collaborating with multiple stakeholders, and devising A-B testing to ascertain that the feature is intuitive, performant, and defect-free, resulting in recurring revenue of ~ \$1M/Yr.
- Pledged the quality of the releases by enhancing the functional automation test coverage across products by ~20% and road mapping the release cycle for six supported versions, resulting in a 10% reduction in the reported number of service requests.

*Software Engineer- III*

*Dec 2018 – Sep 2019*

- Improved the performance of the telemetry APIs of the product by analyzing and optimizing SQL queries, views, and stored procedures, resulting in a 200% reduction in API response time.
- Designed a virtualized and containerized solution for a monolithic sub-system, resulting in a twofold increase in debuggability and a 50% reduction in maintenance patch installation.

#### **PEGASYSTEMS** (*A leader in customer relationship management and business process management software solutions*)

*Principal Software Engineer*

*Jun 2018 – Dec 2018*

- Increased the supported chat sessions per server by 100% by resolving design flaws in the product and by re-engineering the product and the Cloud Infrastructure to be more reliable, secure, and fast, reducing the cloud billing by 50%.

*Senior Software Engineer*

*Jun 2016 – Jun 2018*

- Developed an API to accurately predict the wait time before a chat session is answered by a human representative by analyzing the historical data for chat sessions and incorporating real-time variables, resulting in a 50% reduction in customer churn rate.

#### **BRILLIO TECHNOLOGIES** (*A leading digital technologies and big data analytics solutions provider*)

*Senior Software Engineer (Client: Bristol Myers Squibb)*

*Feb 2014 – Jun 2016*

- Re-designed the Cloud infrastructure of the client's web application by identifying performance bottlenecks and following industry best practices, resulting in a ~50% reduction in the load time of the application and gaining client's trust and credibility.

#### **WIPRO TECHNOLOGIES** (*A leading multinational corporation that provides information technology services*)

*Project Engineer*

*Oct 2011 – Feb 2014*

- Created native and hybrid mobile application POC (proof of concept) prototypes for the new mobile capabilities by performing research and development, empowering sales executives to win contracts from two major banking organizations.

### EDUCATION

**Schulich School of Business, York University**

*Master of Business Administration*

**Rajiv Gandhi Technical University**

*Bachelor of Engineering, Computer Science and Engineering*

**TORONTO, CANADA**

*Apr 2023 (Expected)*

**BHOPAL, INDIA**

*Jun 2007 – Jun 2011*

### CERTIFICATIONS & SKILLS

- AWS certified associate architect | Certified in Azure fundamentals | PSPO | SAFE certified APM | SAFE certified PO/PM.
- Skills: Strategic Planning | Cross-Functional Alignment & Collaboration | Customer Centricity | Stakeholder Management | Detail Oriented | SQL | Postgres | MongoDB | APIs | Web Development | Mobile Development | Cloud Computing | Networking.