

# Ravikiran Ramchandra Pise

to.ravikiranpise@gmail.com | 469-473-1826 | <https://www.linkedin.com/in/ravikiran-pise/> | <https://ravikiran17.github.io>

## Education

- **MBA + MS in Information Technology and Management**, The University of Texas at Dallas (3.6/4.0) Aug 2021 - Aug 2023  
*Awards: Dean's Excellence Scholarship, Masters Accelerated Research Support (MARS) Scholarship*
- **Bachelor of Engineering – Information Technology**, Savitribai Phule Pune University, India (3.5/4.0) Aug 2011 - May 2015

## Experience

### Senior Software Engineer, HSBC Technology India

Feb 2021 - Jul 2021

- Shipped and delivered **150 user stories and 15 features** in the capacity of an **Associate Product Manager** by collaborating in a multi-disciplinary team to scope, design, test, and deliver solutions to serialize Sales and Trading in **50+ Countries**
- Analyzed the **user pain points** for time-delayed app metadata and led the migration of Trading Hierarchy consumption model from a scheduled file-sharing model to a real-time event-driven model resulting in **7% increase in Customer Effort Score from 76 to 83**
- Optimized the Operations **productivity up by 40%** by delivering the business case of Global Authorizers Portal through identification and documentation of **220 product requirements** and defining user stories by conducting Voice of Customer research
- Conducted **8 Sprints in 6 months as an Agile Scrum Master**, including Sprint planning, execution, and review while enabling faster deliveries and reducing the **technical debt by 10%**

### Software Engineer, HSBC Technology India

Sept 2016 - Feb 2021

- Launched **3 Software Products** by leading 5 engineers to increase governance across **100+ legal entities** for HSBC's Front Offices
- Spearheaded **400+ software deliveries** by building roadmaps, testing plans, performing business analysis, managing release plans, and setting milestones that contributed to the strategic design of a future-state technical architecture
- Enabled and consulted **3 teams** to increase their **deliveries by 2x** and slash their production **incidents by 0.5x** through weekly sessions on Process Automation, Agile Best practices, and Site Reliability Engineering

### Technical Editor, Packt Publishing Pvt. Ltd

Jan 2016 - Sept 2016

- Captured **4% market share** for Software Tooling category by remodeling **Go To Market (GTM)** strategy by performing data analysis, conducting market research, and employing data-driven decision making
- Slashed the Time to Market of a title from **12 months to 6 months** by strategizing the adoption of a content platform
- Demonstrated customer advocacy by acting as a Technical Editor on **8 titles** on Python, MEAN, Microsoft Dynamics, PHP, Splunk

## Projects

### Co-founder and Product Manager, Sukui – An Aid

Aug 2021 - Present

Product vision of Sukui is of an SOS mobile app for those facing panic or anxiety attacks or other mental health issues.

- Collaborating with **5 graduate students** and owning the product lifecycle - ideation, research, product roadmap, design, development, and delivery to **launch by early 2023**
- Conducted user research for **500+ users** using survey platforms, Persona Workshops, Empathy & Journey maps, Low fidelity prototypes, & Contextual inquiry to derive actionable insights and define **24 features** and technical requirements for **MVP definition**

### Team Lead and Product Manager, Ayuda

Aug 2021 – Present

Ayuda is a B2B2C disaster preparedness platform to support enablement of communities and businesses in times of disruption

- Conducted **20+ user interviews & contextual inquiries** to grasp user personas, pain points, and define customer journeys leading to definition of product feature lists for **MVP (Minimum Viable Product)** and product roadmap

### Team Lead, Candidate Success Predictor

Nov 2021

- Developed a job candidate success predictor with **0.96 accuracy** using **ML & Azure** using **1000+** candidate qualifications

### Product Manager, Zen mode for WhatsApp

Aug 2021 – Oct 2021

- Defined feature scope, conducted **User Research** using contextual inquiry, & **created wireframes in Figma** for feature enablement

### Team Lead, Lake Ridge Apartments

Oct 2021

- Designed database model (ER and Relational) containing **12 tables** in SQL Server for rental module for residential apartments by collaborating with 3 graduate students

## Skills

- **Tools:** Jira, Confluence, Git, Tableau, Microsoft Office (Word, Excel, PowerPoint, Visio), G-Suite (Docs, Slides, Sheets)
- **Core Technical skills:** Java, Spring, Python, R, HTML, CSS, Relational Databases (Oracle, MS SQL Server), SQL, Non-relational databases (AWS S3), Unix, Azure, Applied Machine Learning, SOAP and REST APIs, Micro-services, Software Architecture