

# Ravikiran Ramchandra Pise

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## Education

- **MS in Information Technology and Management**, The University of Texas at Dallas Aug 2021 - May 2023  
*Awards: Dean's Excellence Scholarship, Masters Accelerated Research Support (MARS) Scholarship*  
*Relevant Coursework: Digital Product Management, Technology and New Product Development, Entrepreneurial Experience*
- **Bachelor of Engineering – Information Technology**, Savitribai Phule Pune University, India Aug 2011 - May 2015

## Experience

### Senior Product Manager Technical Intern, Amazon Web Services (AWS DeepRacer) May 2022 – Aug 2022

- Defined feature roadmap, prioritized feature offerings, and established launch plan for AI model analytics - **Beta launch by Dec 2022**
- Achieved alignment with AWS ML Thought Leadership on feature roadmap and launch plan to schedule the **GA launch by Apr 2023**
- Identified, analyzed, and captured **3 customer pain points** for ML Model Analytics through **20 customer interviews** and community AMA sessions by collaborating with Researchers and Solution Architects
- Defined **30+ product requirements** for AI model analytics with **4 features** and validated problem-solution-market fit hypotheses through interviews, solution viability tests, and prototype tests with **40 customers**
- Proposed a Recommendation framework for AI Model Improvements by collaborating with scientists, user research, marketing, and engineering to project a **+10% user engagement and +15% monthly user retention**

### Senior Software Engineer, HSBC Technology India Feb 2021 - Jul 2021

- Orchestrated deliveries of **7 features** in the capacity of an **Associate Product Manager** towards serializing Sales and Trading governance in **50+ countries** for HSBC by launching features for Global Authorizers Portal
- Conducted **Voice of Customer research** for identifying and documenting **220 product requirements** and **user stories** in JIRA & Confluence for delivering Authorizers Portal that optimized the Operations' **productivity by 40%**
- Boosted **Customer Experience Score (76 to 83)** for Trading application by identifying and solving customer pain points of time-delayed Trading data by migrating data consumption model from scheduled file-sharing to a real-time event-driven model
- Conducted **8 Sprints in 6 months** as an **Agile Scrum Master**, delivering modules for Notifications, Regulatory changes, etc. while conducting sprint planning, grooming, review, testing (UAT & A/B), & reducing the **technical debt by 20%**

### Software Engineer, HSBC Technology India Sept 2016 - Feb 2021

- Defined release plans, managed feature deliveries, defined KPIs, and launched **3 SaaS Products** for Supervisory Platform by collaborating with the business, designers, engineering, and the product teams
- Defined and standardized a **Product Testing and Feedback framework** (Behavioral, Performance, UAT, A/B) to identify defects and to gather insights on feature performance at an early stage, reducing defects by **50% YoY from 2018 to 2020**
- Consulted **3 teams** to increase their **deliveries by 2x** and reduce their production **incidents by 0.5x** through weekly sessions on *Process Automation, Agile Best practices, & Site Reliability Engineering* leading to **\$36000 in cost savings**

## Projects

### Product Manager - BlockGuard, AT&T Entrepreneurial Experience Jan 2022 - May 2022

- Led a group of 6 graduate students to recommend electronic payment secured by Blockchain and powered by Edge computing
- Analyzed competitor and market landscape to analyze the problem-solution fit and developed a tier-pricing revenue model to project a **5-year revenue plan with ROI of +152 million by Y5**
- Defined the customer personas and needs, launch scope and plan, research hypothesis, and validated the feasibility of the solution

### Team Lead and Product Manager, Ayuda Aug 2021 – Dec 2021

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

- Defined **Product Requirements Document** with **30+ features** by conducting **User Research for 50+ users** through Survey platforms, Contextual inquiries, and Persona workshops to gather feature requirements
- **Validated product hypotheses** and gathered product feedback through Low-fidelity **prototype tests** with **30+ users** at UT Dallas

## Skills

- **Domain Skills:** Product Management, Product Roadmap & Strategy, Customer and Market Research, User Experience Research, Feature Definition & Testing, Requirement Definition & Gathering, Business Analysis, Agile, Reinforcement Learning, Data Analysis, Software Development Architecture & Delivery, Software Service Management, Data Visualization, Product Analysis
- **Tools:** Jira, Confluence, Tableau, Microsoft Office (Word, Excel, PowerPoint, Visio), G-Suite, Google Analytics, Qualtrics, Figma
- **Core Technical skills:** Java, Spring, Python, R, HTML, Relational Databases (Oracle, MS SQL Server), SQL, Non-relational databases (AWS S3), AWS, Unix, Azure, Applied Machine Learning, Micro-services and API architecture