Rishbha Godara

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Product Delivery–focused Technical Product Manager with 6+ years of experience owning end-to-end execution of consumer and SaaS products. Expert at taking partially defined product concepts, partnering with design to tighten UX flows and edge cases, translating decisions into crisp, unambiguous engineering direction, and driving high-quality releases. Known for injecting pace, reducing delivery friction, and helping teams ship better products with measurable impact.

Education

University of Washington – Foster School of Business **| MBA**, Information Systems (Merit Scholar)	**Jun 2024**
Gandhi Institute of Technology and Management **| BTech**, Electrical Engineering	**May 2014**

Technical Skills

Tools/Languages: MS Excel, Jira, Confluence, SQL, Python, Tableau, Snowflake, Airflow, Postman, AWS, Azure

Skills: Product Roadmap, Feature delivery, Release management, Cost Optimization, Agile SDLC, KPI/OKR Optimization

AI/ML Exposure: GPT/LLM integrations, AI-Powered Chatbot, Predictive Analytics, Anomaly Detection

Work Experience

Technical Program Manager   2023 – Present
University of Washington   **Seattle, USA**

- Led the replacement of legacy student services software with a cloud-native AWS solution (Aurora Serverless, EC2 Spot, Lambda), **achieving 25–40% projected cost savings** and meeting strict security and compliance needs.
- Defined and tracked OKRs for **operational readiness, service health, and automation coverage**, aligning engineering and cross-functional teams **under a $10/student annual cost target**.

Product Manager   2022 – 2023
Officebanao   **(India's First Tech-Enabled Interior Design SaaS Platform, $27.6M)**   **India**

- Shipped **5 new customer-facing features** for the pre-sales intake tool to streamline SMB onboarding—**improving intake completion rate by 900%** (0.6% → 6%), accelerating lead qualification.
- Revamped design capture tool using ML-based personalization, **reducing client revisions by 52%** and **lowering operational review costs** through faster asset approvals.
- Built and deployed **AI-powered chatbot** and auto-suggest tools using keyword intent matching to drive 24/7 contextual support—resulting in efficiency and satisfaction (**65%↑ app engagement, 88%↑ CSAT**).

Product Manager   2021 – 2022
GenY Medium   **(Telehealth SaaS Platform for Personalized Cancer Care, $46M)**   **India**

- Delivered a HIPAA–aligned pilot feature for a cloud-based **telehealth marketplace** connecting patients and oncologists—driving a **130% increase in patient conversions**. Scaled pilot across 12 cities, driving a **60% revenue impact**.
- Led A/B testing on browse and search flows for 250K+ MAUs, improving discoverability and **increasing conversion by 45%**, directly boosting platform monetization and revenue tracking.

Program Analyst   2018 – 2018
Gavi - The Vaccine Alliance   **Geneva, CH**

- Supported technical design and migration of immunization grant systems from Excel to Postgres, **reducing analysis time by 75%** and **improving traceability across 10+ donor agencies**.
- Partnered with Gates Foundation and WHO to run large-scale SQL analysis on Somalia and Afghanistan health data, **driving a 3% efficiency gain** in targeted vaccine delivery.

Software Consultant – Performance   2014 – 2017
Virtusa (Client: AIG)   **India**

- Engineered **performance optimizations** for AIG's DB2-based Claims Search module, **reducing query latency by 95%** and **eliminating 85% of critical errors** through database tuning and query re-factoring.
- Created ServiceNow analytics to proactively identify and resolve system bottlenecks, **reducing customer-reported issues by 22%** and **support workload by 15%**.