

Rishbha Godara

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Technical Program Manager with 6+ years building scalable SaaS and cloud-native applications across AI, healthcare, and digital commerce domains. Proven success leading cross-functional teams to improve service reliability, strengthen security compliance, automate infrastructure workflows, and deliver cost-efficient cloud solutions at global scale.

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, AWS, Azure, SQL, Python, Tableau, Snowflake, Airflow, Postman

Skills: Program Roadmap, Infra Automation, Cost Optimization, Agile SDLC, KPI/OKR Optimization, Risk Mitigation

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%**.