

EXPERIENCE

Expedia Inc. (Online Travel) Senior Technical Product Manager – May 2014 till date

- Product Owner for the air retail technology team, responsibilities include:
 - Conducting milestone planning and doing stakeholder management (both technical and business) for global initiatives.
 - Aligning cross functional team goals and deliverables, tracking projects with 11+ technical teams worldwide.
 - Communicating progress and impediments to all stakeholders and the leadership team on a regular basis.
 - Project prioritization across teams – making sure dependent teams are not distracted by low-priority work-items.
 - Resolving cross team issues and keeping them unblocked.
 - Doing high level technical design and defining KPIs with Architects and Engineering Managers to create scalable and efficient products.
 - Working with Engineering Managers, TPMs and Engineers to define stories, conduct sprint planning, retrospective and envisioning.
- Managing machine-learning initiatives for the **global flights team** to automate profitable searches, blacklist unprofitable routes, get higher ranks on meta partners and increase searches and air / air attached revenue.
- On the business side, coordinating with Operations, Revenue Optimization, Product Managers and other business stakeholders.

Capillary Technologies (Retail CRM & Analytics) Senior Product Manager – August 2013 to May 2014.

- Defining cross product vision across the Capillary Ecosystem and Product Managing Platforms, APIs, Data, Messaging & Integrations.
- Helped onboard and customize the product for customers such as Puma, Pizza Hut and VFC (Wrangler)
- Led important cross module projects like **Internationalization, email spam & delivery, subscription management (SMS / email) & DNC, return transaction, compliance – NRF (ARTS).**
- Led adaptation of APIs across third party vendors using better online documentation, gap analysis and monitoring usage: over 12 external integrators making custom apps over our APIs within a few months of releasing it.

Capillary Technologies (Retail CRM and Analytics) Product Manager – May 2012 to April 2013

- Product Owner of Campaigns, Applications and Loyalty teams of the cloud based Retail CRM and Analytics solution.
- Architecture discussions, Product Workflows, Roadmaps, Feature Specifications and Comparisons.**
- Responsible for re-structuring user experience across Capillary's Solution Suite.
- Introduced Scrum across technology teams – with Rally.**
- Introduced Bug Tracking across Technology, Sales, Operations and Account Management teams – drove effective management of issues reported.**
- Conducting WAR ROOM discussions for quick resolutions of critical showstoppers.
- First Product Management hire helping the company scale and get pre-series A and series B (a total of 31 million USD).

Synapse (Social CRM & Analytics) Program & Product Manager – May 2013 to August 2013

- Product Owner of a Social CRM, Ads and Analytics platform amounting to a revenue of about 12 million USD.
- Customers included Fortune 1000 companies such as The Coca Cola Company, Amway, P&G and JPMC – directly handling their social marketing budgets.
- Process definition for Technical and Product teams using TargetProcess – **Introduced Scrum methodology.**
- Helped re-structure the user interface for the **dashboards and reporting** tool and helped the data team with logging social metrics across social networks.

Siminars.com (Social Network for Education) Engineer & Stakeholder – May 2011 to May 2012

- First hire (team size of 3 engineers) to create a web based socializing platform for education.
- Involved in problem solving, algorithms, back-end programming, adding new features, proposing features, wireframes, hiring & training.
- Technology Stack: Python, C++, MongoDB, Tornado, HTML, Javascript (Jquery and NodeJs).

Nagarro Software – Lutron Electronics (Electricity Controlling Systems) (Senior Software Engineer / Scrum Master) - Dec 2009 to May 2011

- Agile (Scrum) Process Management (Performed the role of a scrum master).
- Worked for Lutron Inc. to develop an automated Lighting Control System
- Technology Stack: .NET Development with C#, VC++, WPF, I18N multi-language support

Truknox Technologies (Digital Signage) (Software Engineer) - Jan 2009 to Dec 2009

- Product Development – Tru I Suite (**Creator, Player and Scheduler of digital ads** – digital signage).
- Technology Stack: .NET, C#, ADO.NET, WPF.

SKILL SET

PRODUCT OWNER SKILLS

Played the role of Scrum Master and Product Owner for 7+ years.
 Product Roadmaps, Feature Specifications, Benchmarking with competitors, Marketing brochures, RFPs.
 Agile Methodologies (**Scrum / Kanban / Scrumban**) – Tools Used: VersionOne, Rally, TargetProcess, Mingle and Trello.
 Actively involved with Operations, Marketing, Sales and Account Management teams for shipping bug-free and feature-rich products.

PROGRAMMING / SCRIPTING

Python, C++, C#, WPF (XAML), HTML and JavaScript (Jquery / NodeJs).

LIBRARIES AND TOOLS

MS SQL Server 2005, 2008, CE, Mongo DB (Schema less), NET 3.5, 4.0, Microsoft Team Server, Tortoise SVN (Sub-Version), GIT, NUnit, Microsoft Unit Testing Framework, NHibernate ORM, ADO.NET

CERTIFICATIONS

.NET – MCPD Certified Microsoft Windows Developer - .NET 4.0 Framework
 Completed a course in Linux Administration (RHCE)

EDUCATION

B. Tech. (Honors) - **Computer Science & Engineering** from YMCA Institute of Engineering, 75.5% (4 years, 8 semesters)

AWARDS & ACHIEVEMENTS

Academic Excellence Award (Second Position) 2006-07 from YMCA Institute Of Engineering.

Judged the software design competition at Delhi Technical University (formerly **Delhi College of Engineering**).

Actively writing articles for **start-up magazines** such as YourStory.in on Product Management & Technology.