

EXPERIENCE

Amazon Prime Video (Online Travel) Technical Program Manager – April 2019 to Present

Playback team end-to-end TPM for Video-on-Demand (Subscription, Purchase and Rent), live channels, live events and globally. Involved in making end-to-end plans around launching new features from ideation to beta to launch. Team's focus around and not limited to: * iOS, Android, Living Room, Chromecast, Apple TV and cross-platform players * Encoding formats and ingestion * Playback Rights Management * Concurrency control and security * International expansion * Live infrastructure and event optimization * Playback metrics and insights * Content Delivery Networks (CDNs) and delivery optimization

Expedia Group. (Online Travel) Principal Technical Product Manager – May 2014 to April 2019.

Product leader for 4 technology teams for **flights** work streams in Chicago. Managing initiatives to **improve customer experience, platform simplification, cross-sell and upsell, acquiring new customers, pricing strategy (fees and discounts), improving content and launching new points of sale**: with tests winning over \$25 million USD net GP YoY. Responsibilities include:

1.) Coming up and helping teams with **A/B tests** based on lab studies, customer usage patterns, booking patterns and complaints / issues. 2.) Conducting **milestone planning** and doing stakeholder management (both technical and business) for global initiatives. 3.) **Aligning cross functional team goals** and deliverables, tracking projects with 11+ technical teams worldwide. 4.) **Communicating** progress and impediments to all stakeholders and the leadership team on a regular basis. 5.) Project **prioritization** across teams – making sure dependent teams are not distracted by low-priority work-items. 6.) **Resolving cross team issues** and keeping them unblocked. 7.) Doing **high level technical design** and defining **KPIs** with Architects and Engineering Managers to create scalable and efficient products. 8.) Working with Engineering Managers, TPMs and Engineers to define stories, conduct **sprint planning, retrospective and envisioning**. On the business side, **coordinating** with Operations, Revenue Optimization, Product Managers and other business stakeholders.

Featured Speaker – Product School (Chicago & Seattle) – Jun 2018 to Present

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

1.) Defined cross product vision across the Capillary Ecosystem and Product Managing Platforms, APIs, Data, Messaging & Integrations. 2.) Helped onboard and customize the product for customers such as Puma, Pizza Hut and VFC (Wrangler) 3.) Led important cross module projects like **Internationalization, email spam & delivery, subscription management (SMS / email) & DNC, return transaction, compliance – NRF (ARTS)**. 4.) 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.

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

1.) Product Owner of a Social CRM, Ads and Analytics platform amounting to a revenue of about 12 million USD. 2.) Customers included Fortune 1000 companies such as The Coca Cola Company, Amway, P&G and JPMC – directly handling their social marketing budgets. 3.) Process definition for Technical and Product teams– **Introduced Scrum methodology**. 4.) Helped restructure the user interface for the **dashboards and reporting** tool and helped the data team with logging social metrics across social networks.

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

1.) Product Owner of Campaigns, Applications and Loyalty teams of the cloud-based Retail CRM and Analytics solution. 2.) Architecture discussions, Product Workflows, Roadmaps, Feature Specifications and Comparisons. 3.) Restructuring user experience across Capillary's Solution Suite. 4.) Introduced **Bug Tracking** across Technology, Sales, Operations and Account Management teams – drove effective management of issues reported. 5.) Conducting WAR ROOM discussions for quick resolutions of critical showstoppers. 6.) First Product Management hire helping the company scale and get pre-series A and series B (a total of 31 million USD).

SIMVERSITY LLC (Social Network for Education) Engineer & Stakeholder – May 2011 to May 2012

1.) First hire (team size of 3 engineers) to create a web-based socializing platform for education. 2.) Involved in problem solving, algorithms, back-end programming, adding new features, proposing features, wireframes, hiring & training. 3.) 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

1.) Agile (Scrum) Process Management (Performed the role of a scrum master). 2.) Worked for Lutron Inc. to develop an automated Lighting Control System 3.) Technology Stack: .NET Development with C#, VC++, WPF, I18N multi-language support

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

1.) Product Development – Tru I Suite (**Creator, Player and Scheduler of digital ads** – digital signage). 2.) Technology Stack: .NET, C#, ADO.NET, WPF.

SKILL SET

Product Ownership

A/B testing, Product Analytics including click metrics and e-commerce booking metrics
Prioritization, Product Roadmaps, Feature Specifications, Benchmarking with competitors, Marketing campaigns
Agile Methodologies (Scrum / Kanban / Scrumban) – Tools Used: Jira, 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 and Scripting

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

Libraries and tools

MS SQL Server, MongoDB, .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 and 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.com on Product Management & Technology.