Sushant Khurana

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EXPERIENCE

Expedia Inc. (Online Travel) Senior Technical Product Manager – May 2014 till date
- 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.
- Responsible for creation of backlog, prioritization, definition of stories, execution, finding new initiatives for EWE – Air team.
- Coordinating with GTTO (Operations), GRO (Revenue Optimization), AIRCPR, EDW (Data Warehouse) and other business / engineering teams across the world.

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 Aditya Birla Group (MORE, Pantaloons) – India, VFC (Wrangler) – Worldwide and Courts
- 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.
- Worked with top-tier enterprise retail brands such as Pizza Hut, Puma, UCB, Nike and a lot more across SEA, US, UK, EU and Middle East.
- 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.
- Product Training and Technical / Sales demonstrations.
- First Product Management hire helping the company scale and get pre-series A and series B round eventually (a total of 31 million USD).

Syncapse (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 – Bringing in 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.
- Product vision definition with other stakeholders including the leadership team, the product team, sales and operations.

Siminars.com (Social Network for Education) Engineer & Stakeholder – May 2011 to May 2012
- One of the first employees (starting with a team size of 3 engineers) for creating 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 (also used at Expedia India office).
- Mentoring fresh hires from reputed institutes of India for Resource intake (IIT, DCE, DU).
- 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 MANAGEMENT SKILLS
Played the role of Scrum Master and Product Owner for about 6.5 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. (Honours) - **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.