Vishal Kumar Subramanian

Boston, MA, USA | 917-391-9872 | vishalkmr1395@gmail.com | [LinkedIn](#) | [Portfolio](#)

Technical Product Manager with **7** years of experience driving product strategy and scaling platforms from **0 → $300M** in revenue and **400M+** users. Known for building scalable systems, accelerating delivery, and aligning cross-functional teams around measurable business outcomes.

EDUCATION

Master of Business Administration (MBA), Management Science, *Available to start Full-Time Roles*   Expected May 2026

Boston University – Questrom School of Business – Dean's Merit Scholar – Graduate Teaching Assistant   **MA, USA**

Anna University – Computer Science Major   Aug 2012 – Jun 2016

WORK EXPERIENCE

UST Healthproof (a Bain Capital company) | Project Manager Intern   Jun 2025 – Aug 2025

U.S.-based healthcare company focused on payer modernization and automation; part of UST Global's **$1.5 B** digital transformation portfolio serving major insurers.   **MA, USA**

- **Drove a 30% increase in GenAI adoption** by establishing program governance frameworks and orchestrating delivery across **8** external technology partners, turning fragmented experimentation into a unified adoption strategy.
- **Built a centralized Smartsheet dashboard** to instrument and monitor internal change initiatives, providing leadership real-time visibility and reducing manual reporting costs by **$100K** annually.

Technical Product Manager | Zluri Technologies   Sep 2023 – Jul 2024

U.S.-based SaaS-management platform backed by Accel, MassMutual Ventures, and Kalaari Capital; raised **$32M+** to help enterprises manage, optimize, and secure **5000+** apps globally.   **KA, India**

- Led the redesign of a flawed spend-analytics engine serving **400K+** enterprise users by standardizing event instrumentation and rebuilding metric computation pipelines, eliminating data inaccuracies and unlocking **$15M+** in annual customer savings.
- Drove **40% YoY revenue growth ($41M→$57M)** by partnering with analytics and business leaders to align OKRs to standardized performance metrics and experiment-driven roadmaps across **4 business units.**
- **Transformed stagnant engagement** by launching a two-year AI roadmap that introduced **20**+ personalized, persona-based features; increased DAUs by **60%** to **1.2 million** and overall platform stickiness by **25%**.
- Increased product usage by **35% ($10M incremental transactions)** by instrumenting end-to-end user journeys, identifying funnel drop-offs via cohort analysis, and shipping targeted feature experiments across 5 core modules.

Senior Software Engineer | Amazon   Jul 2020 – Feb 2023

U.S Based - Global e-commerce and cloud leader with **$570 B+ revenue**; teams I worked on large-scale systems within Amazon Payments and Kindle Search used by **hundreds of millions** worldwide.   **TN, India**

- **Maintained 100% uptime during global peak events** (Prime Day, Thanksgiving) by leading cross-regional ops for two years, aligning **35+** engineers across **5** time zones and increasing on-call readiness by **5X** for **600M+** transactions.
- **Recovered 60% of failed checkouts ($300M+ in revenue)** by conceptualizing and launching a **0→1** payment recovery system, improving purchase completion across **1B+** transactions.
- **Tripled Kindle Search stability** by driving application stability in Kindle search services on an SVP-sponsored initiative-enhancing query latency and platform resilience for **100M+** users.
- **Improved sprint velocity by 170%** by introducing data-driven planning and delivery frameworks for a **15-member team**, seeking new standards for predictability and execution across platform engineering.

Senior Software Engineer | Freshworks   Mar 2018 – Jun 2020

U.S Based – NASDAQ-listed SaaS company backed by Accel and Sequoia Capital; delivers customer-engagement and IT-service products to **60K+** businesses across 120 countries, valued at **$10B+** IPO.   **TN, India**

- Designed and scaled a centralized API gateway and Kafka event streaming platform handling **10K+ TPS** with **99.99%** delivery reliability, unifying integrations across **10 product lines** and driving a **30%** increase in product onboarding speed.
- Served as **SPOC** for 2 platform products, promoted and recognized as the *Most Valuable Performer* for cross-functional impact.

SKILLS

Product & Strategy: Product Roadmapping, MVP Scaling, Stakeholder Management, OKR Alignment, Market Research, A/B Experimentation

Technical Skills: Python, SQL, API Design, System Design, Cloud Infrastructure - AWS, GenAI Workflows**,** CI/CD, Database Design

Tools & Platforms: JIRA, Figma, Productboard, Postman, Git, PowerBI, Weblab

Methodologies: Agile, Scrum (CSM Certified), Backlog Grooming, Sprint Planning, Cross-functional Collaboration