

## EXPERIENCE

### Expedia Inc. (Online Travel) Principal Technical Product Manager – May 2014 to Present

- Product leader for 4 technology teams for flights work streams in Chicago.
- Managing machine-learning related 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:
  - Coming up and helping teams with tests based on lab studies, customer usage patterns, booking patterns and complaints / issues.
  - 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.
- On the business side, coordinating with Operations, Revenue Optimization, Product Managers and other business stakeholders.

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

### 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.

### Syncapse (Social CRM & Analytics) Program & Product Manager – May 2013 to July 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– **Introduced Scrum methodology.**
- 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

- 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.
- Restructuring user experience across Capillary's Solution Suite.
- 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).

### SIMVERSITY LLC (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 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.in](http://YourStory.in) on Product Management & Technology.