

Seasoned product and technology leader with entrepreneurial and Y Combinator startup advisor experience; adept at solving organizational problems with a strong track record in the delivery of software products and services.

DEMONSTRATED ABILITIES:

- Build and lead high performance, multi-disciplinary teams.
- Lead organizational changes for process improvement and cost efficiency.
- Drive product vision and deliver complex, technical projects.
- Effectively manage customer relationships.
- Architecture and design of cloud-native and hybrid-cloud solutions.

EMPLOYMENT HISTORY

iStreamPlanet (WarnerMedia/AT&T)

(Jul 2017 – present)

Technical Director – work across the organization as a troubleshooter and lead teams to deliver results.

- **Direct-to-Consumer**

Analyzed billing systems to create new pricing models with business development and finance teams; led engineering teams to fix defects and redesign usage tracking services to support new models.

- **Professional Services**

Built proof-of-concept for new subscription management platform and led working sessions with customer teams to successfully migrate their data and applications to the new platform.

- **Solutions Architecture**

Drove the adoption of a low-cost content encryption solution for budget-limited regional sports networks and worked directly with customer team to integrate their services and applications.

Director, Commerce – rebuild the engineering team, scale up the platform, exceed customer expectations.

- Led efforts to rearchitect the platform to support 100X concurrent users with only 5X additional cost and achieved **cost savings of \$15 million/year**.
- Formalized sprint planning and engineering processes, redirected focus to automation and self-correcting systems, drove a metrics-based approach to issues prioritization; this resulted in **80% reduction** in tickets and incidents.
- Ensured clear, timely and consistent communication with customers via monthly and quarterly business reviews.
- Identified a need to overhaul payment systems and outlined strategy for new payments model; led the team to create prototypes, analyze vendor offerings, and deliver a robust shared services solution.
- Created a cross-team mentoring program and worked with department leaders to identify exemplary employees to serve as mentors and match them with high-potential individuals.

Director, Events and Orchestration – create a new product line, deliver flagship events, control costs.

- **Proposed and developed a new product line (\$9 million/year):** Events program model with end-to-end automation enabling on-demand, hybrid-cloud media encoding.
- **Reduced operation costs by \$3 million/year** of NCAA March Madness Live 2018 and 2019; led a cross-functional team of engineers, product managers, account managers and broadcast center operations staff.
- Delivered NBA League Pass 2017 and 2018; put together a team of engineers to determine root causes of systemic service failures, engaged with customers, built trust, and tactically prioritized rapid delivery of incremental fixes.

Tributi (Y Combinator, 2018 Winter) – Advisory Board Member

(Jul 2018 – Dec 2018)

- Worked with the CEO and program manager to prioritize features and a phased delivery plan.
- Defined and established sprint planning process with weekly sprints and daily stand-ups.
- Interviewed and hired technical lead and 3 engineers.
- Guided engineering team to migrate web services to Python 3.

Axham Corp – Founder and CTO

(Dec 2010 – Jun 2017)

- Built and led a 13-member team of engineers, product managers, concept artists, 3D modelers, animators, and writers.
- Set up an office with requisite IT infrastructure; selected vendors, negotiated pricing and maintenance contract terms.
- Created 29 game prototypes over an 18-month period. Completed game play design for 5 games to take to production.
- Created specs and built a prototype for:
 - provisioning of biomedical equipment for a small hospital chain.
 - tablet-based, turnkey survey software solution with multilingual support.
 - personal time tracking and productivity enhancement application.
- DealBase, Inc. – Search engine marketing (SEM) automation tech for Bing Ads and Google AdWords.

PRIOR EMPLOYMENT HISTORY (MANAGER/ARCHITECT/PM/ENGINEER) (1996-2010)

Microsoft Corp. (Health Solutions Group, co-inventor on **7 patents** and **VP Gold Star award** recipient); Expedia Inc; Hotwire Inc; drugstore.com (co-inventor on **1 patent**); MCI WorldCom Inc.; Data Software Research Co.; CMC Ltd.

EDUCATION

Bachelor's Degree in Computer Engineering, University of Mumbai

CITIZENSHIP

United States