



Divakar BV

AI/ML Business Strategy, Product & Program leadership

Passionate intrapreneur with 15+ years of multi-industry, cross-functional expertise in technology products seeking leadership positions in ML/AI tech-powered business strategy, product/program management, personalization & internationalization to deliver customer-centric product and service platforms world-wide

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ACHIEVEMENTS

Meta: Facebook Marketplace & Infrastructure

Successfully defined and launched FB Marketplace AI features: dynamic filters, free items module, and user engagement features. Exceeded topline metrics for engagement, search relevance, and UX

Amazon Web services: EC2 Region Launches

Successfully led business, tech & marketing teams to secure CEO approval on the business strategy, covering product mix, pricing strategy, and capacity management for cloud computing platforms. Managed the product roadmap for 10 EC2 regions: Ohio (CHM), London(LHR), Canada, China(YUL), India(BOM), Paris(CDG), Ningxia(ZHY) & Gov regions

Alexa: NFSI International Launch

Launched constrained NFSI in internationally: UK, Canada, India, Australia, Japan & Germany

Amazon Search: Vendor & Partner Engagements

Successfully managed multiple partner and vendor engagements to deliver 60 MM revenue using AI/ML search projects for 15+ countries

T-Mobile: Fraud Prevention

Collaboration with marketing, UX and IT teams to roll out smartphone fraud prevention controls in 50,000+ retail stores

Equinix: Pre-Sales Deals

Initiated, negotiated and managed a \$6 million deal to transform client's OSS/BSS systems.

Mastercard: Global Release Management

Managed delivery of 60 weekly and 45 critical releases for 18 work streams using agile methodology

WORK EXPERIENCE

Sr. Technical Product Manager

Meta

07/2021 - 04/2023

Menlo Park, CA

Achievements/Tasks

- Define, refine, and execute 3 yr Product roadmap for FB Marketplace
- Plan, prioritize, and execute strategic plans to improve Top line goals MLI and improve customer satisfaction
- Collaborate with cross-functional teams to implement ML/AI modules to implement free items, filters, and recommendations in FB Marketplace Search

Sr. Technical Program Manager

Amazon: Search Customer Experience

03/2019 - 04/2023

Palo Alto, CA

Achievements/Tasks

- Own business reporting for Search services in 16 countries covering key metrics, trends and CX/revenue impacts.
- Proposed, revised and executed Prime day 2019 Risk mitigation plan for 6 search services across multiple teams.
- Successfully managed annotation and audit workflows between vendors and partners for 16 countries (US, UK, DE, JP, IN, FR, IT, ES, MX, CA, BR, TR, AE, AU, CN, NL)

SKILLS

Generative AI: Business strategy

Product & Program management

Cloud Computing

Strategic Pricing

Internationalization

Vendor and partner management

Cross-Functional Team leadership

Data Analysis

Risk management

Automation

Executive Reporting

BUSINESS DOMAINS

Cloud & AI: AWS, Equinix Alexa

Machine learning: Alexa, Amazon Search

Telecom: AT&T, T-Mobile, US Cellular, Tata Idea, 3, Telstra

Finance: Mastercard, Equifax,

Retail: Amazon Shopping, Best Buy, Amazon Books

TECHNICAL SKILLS

Prompt Engineering

ChatGPT, Claude AI

Programming

Perl, Python, Java, bash PL/SQL, Excel VBA

Business Reporting

Tableau, Quick Sights, Excel

WORK EXPERIENCE

Sr. Technical Product Manager Amazon: Alexa Intelligent Decisions

02/2018 - 02/2019

Seattle, WA

Achievements/Tasks

- Streamlined E2E process flow for Shopping feature development.
- Designed pilot project (UK), defined i18n roadmap, built cross-functional team synergies (across 7 teams) to meet i18n milestones.

Sr. Technical Product Manager Amazon Web Services

08/2016 - 10/2017

Seattle, WA

Achievements/Tasks

- Authored pricing proposals, features, forecasts, process docs for Sr. Leadership (Director, VP/CEO) review & approvals.
- Standardized, Optimized and automated processes in collaboration with International teams, product, technical & Finance teams.

Senior Consultant Orpine Inc: AT&T, T-Mobile

2015 - 2016

Atlanta, GA

Achievements/Tasks

- Successfully supported AT&T-Cricket Wireless post-merger solution to integrate corporate revenue accounts.
- Led cross-functional teams from conception to execution to design, develop and deploy "Uncarrier" product offerings.

Web Services Architect CSG International: Equinix, EquiFax

2012 - 2014

San Mateo, CA

Achievements/Tasks

- Overhauled integration architecture and delivered complex business functions for Equinix in 8-months.
- Organized requirement workshops and conducted product demos for Equifax VPs, business, technology and vendor teams to define an IT solution in 6 months.

Solution Delivery Lead CSG International: Mastercard

2008 - 2012

St. Louis, MO

Achievements/Tasks

- Managed team deliverables from India, Malaysia and Brazil and established global delivery and quality standards.
- Created automation tools, implemented issue management systems, and increased operation efficiency by 40%

Business Analyst Tata Consultancy Services

2003 - 2008

Sydney, Australia

Achievements/Tasks

- Managed Onsite and Offshore teams to define, design, develop and deliver 30+ telecom billing projects
- Trained and supervised an offshore team in 3 months to support Onsite projects
- Developed client relationships and earned customer trust by delivering high revenue 2G/3G projects

CERTIFICATES

MIT AI: Implications to Business Strategy (09/2023 - 01/2020)

Amazon Web Services Training

Oracle Certified Java Professional(SCJP)

Project Management Professional (PMP)

HONOR AWARDS

CSG Delivery Award, TCS Service Excellence Award

State 11th rank (X grade Public Exams)

EDUCATION

Master of Business Administration(MBA),
Georgia Institute of Technology, Scheller College of Business, GA, USA (May 2016)

Entrepreneurship Projects

- TI:GER Entrepreneurship Scholarship
- TEDDY(Biotech startup)
- Gozio Mobile (Tech Startup)

Bachelor of Engineering-Mechanical Engg Honors
Osmania University, Hyd, India (May 2003)

Courses

- IT Director, Nipuna Symposium
- Founder & CEO of Softech computers

PUBLICATIONS

Amazon Internal

Demand Weighted Coverage (DWC) analysis Paper

Author(s)

Divakar BV (Date: 07/18)

Date of Publication

Authored demand weighted coverage (DWC) analysis Paper), which is the foundation work to meet NFSI D-team goal.

Amazon Internal

Prime Day 2019: Risk Mitigation strategy

Author(s)

Divakar BV, Raymond P (Date: 05/19)

Date of Publication

Strategic plan to ensure Prime day 2019 readiness