Harsha Vijayakumar

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Intro: I have **12+ years of experience** building products on SaaS/Cloud, Platform, ETL, Ecommerce/Marketplace, Payments, Billing, HRMS/HCM. I hold a Management degree from **Carnegie Mellon University**. I have come long way since first job as software engineer in Bangalore, India.

Professional Experience:

Automation Anywhere, Inc.	**Jan 2019- Present**
Principal Product Manager	**San Jose, CA**

- Launched Bot Store and RPA Platform Integration. The new Bot Store integration feature helps Bot developers to enforce license management and code obfuscation for bots and Digital Workers. This will allow developers to enforce and ensure compliance with bot and Digital Worker license and IP protection. By enforcing code obfuscation for the protected bots, the IP of the original owner of the bot is not revealed and cannot be re-distributed by any means. Details of this integration can be found at **AA's developer's blog** (I am the author).
- Responsible for increase ARR for Bot Store (marketplace) by 50% by upselling the product with core RPA platform.
- Responsible for leading the business analysis, product usage analytics and drive insights to build a world class API infrastructure for RPA Platform.
- Engage closely with the Engineering team to help determine the best technical implementation methods as well as a reasonable implementation schedule.
- Understand customer needs and gather product requirements. Identify market opportunities and define product vision and strategy.
- Own the subscription business for RPA cloud and Bot Store– engage with the necessary teams across product marketing, sales, operations and engineering. Identify priorities, drive engagements through influence, and own responsibilities.

Zenefits, Inc.	
Principal Product Manager	**2016- 2019**
Responsibilities:	**San Francisco, CA**

- Responsible for leading all aspects of **Zenefits' Payroll and Tax products**, including company's Tax Services Software, Platform Solutions and **Upmarket Features.**
- Responsible for increase ARR by $5M and attachment rate of 52% by upselling Payroll product with secondary and sales missing features.
- Led efforts in identifying business cases, gathering & prioritizing requirements for Payroll Implementation. Built to minimize Implementation time/cost from No touch/Low to High touch based on customer segments. The solution resulted in 75% reduction in time-to-implement Payroll and 25% improvement on CSAT scores.
- Drove new design on payroll which had high-impact, user-centered UX for enhanced user engagement. Customers on Zenefits are now able to run payroll in 3 clicks and 2 minutes, even Mid-Market customers with EE' size 500-600 take 2-3 minutes 99pctl of times to run payroll.
- Responsible for reducing number of customer cases to half by addressing major causes as part of the Engineering backlog.
- Created a product called WorkQueue to manage Tax compliance and P&I from Tax Notices, thus by reducing P&I from Tax Notices to half. WorkQueue auto detects changes in Payroll and create tasks to Tax Ops to manage.
- Responsible for launching Zenefits Payroll solution on AWS with multi- tenant offerings for customers.
- Responsible for leading cloud data migration using CloverETL (ETL product) for easy deployment and management of Zenefits Platform on-premise to cloud.
- Led product management of Mid- Market and SMB Cloud management services.
- Drove Rules Engine integration to Payment systems to enable Tax Ops/Compliance to own business logic.
- Drove Multi Organization efforts on Platform, from use cases to execution. Launched Groups on platform to manage users with Multi-Tenant Account, generate Labor distribution and G/L, and create Custom Groupings.

Carnegie Mellon University
Graduate Research Assistant   **2015-2016**
Responsibilities: **Mountain View, CA**
- Worked with Emirates Labs and Kiana Analytics to launch a Product which uses WIFI fingerprints and RFID devices from customers to detect customer presence, location and movements. The solution resulted in revenue of $1M.

State Street, Inc.
Product Manager / Senior Software Engineer   **2008-2015**
Responsibilities: **Boston, MA / Bangalore, IN**
- Responsible for leading and building cloud managed services. Launched 311 Apps in AWS Cloud with multi-tenant offerings with $14M YOY savings.
- Built the foundational services on AWS, such as backup, DNS, SSO automation, then fostered the operational maturity to speed the cloud journey.
- Wrote API documentation. Implemented A/B Testing using switches, develop rapid prototypes and define engineering launch checklist.

Education:
Master's Degree in Management (Masters) from Carnegie Mellon University (CMU)   **2015-2016**
Bachelor's Degree in Engineering (Bachelors) - Computer Science Engineering from BMS (VTU)   **2006-2010**

Skills:
- **General Skills:** Product Management**,** Cloud Adoption and Services, Global Payments, Human Resource, Talent Management, HRMS/HCM, Payroll and Tax, Partnerships, User Research, Sales Asset, Software as a Service, Agile Software, Win/Loss Analysis, Web/Mobile App, A/B Testing, Design (UX/UI), Competitive Research, Rapid Prototyping, Go to Market Strategy, Pricing & Packaging, Customer Success, Subscription/SAAS, Leadership, Enterprise Software, Mentor/Coach, People Manager, Cloud MSP and OEM.
- **Technical Skills / Tools Used**: Amazon Web Services (AWS), Google Cloud Platform, PL/SQL, HTML, JavaScript, MEAN Stack, Java, DW/ETL, MS Excel (VBA), MS Visio, Visual Paradigm, Sketch, HP-QC, JIRA, Selenium, Excel, PowerPoint, MS Visio, Sketch, Integrations.
- **Methodologies**: AGILE, Kanban, Scrum, Scrum-ban, Data-warehouse (DW) and Business Intelligence (BI). Software as a Service (SaaS). A/B Test, UI/UX. Pair Programming, Wireframing, Prototyping, Mockups, Pair Programming, Continuous Integration, Automated/Manual Testing, Object Oriented Programming/Concepts.
- **Side Projects**: Survivable Social Network on Chip
- **Domains:** HCM/HRIS, CRM, Investment Banking, Product Management, FinTech, Payments, Data Analytics.
- **Quotes**: "Love your work more than your employer", "Believe in yourself and pursue your passion"