**SWAPNIL SURAJ**

1600 E 3rd Ave Apt 2005, San Mateo, CA, 94401• 415-746-9623 • swapnilsuraj@me.com

Experienced Product Manager and technology enthusiast with a 5+ years’ experience in strategic problem solving and working cross-functionally to guide products from conception to launch by connecting the technical and business worlds. Certified ScrumMaster, Certified Scrum Product Owner and background in Computer Engineering, Economics, Management and Entrepreneurship. My philosophy is – ‘Customer First’, ‘Cloud First’, ‘Mobile First’.

## EDUCATION

**Purdue University –** West Lafayette, Indiana **Dec 2017** Bachelor of Science in **Interdisciplinary Engineering**

Certificate in **Entrepreneurship and Innovation** (Dual Major)

Minor in **Economics,** Minor in **Management,** Minor in **Intercultural Studies**

* **Research:** Predict behavior of dam breaking in OpenFOAM using C++ Libraries, manipulating numerical models, unit testing.
* **Awards:** Most Creative Idea award: Changemakers Innovation Challenge,First year Engineering Design Excellence Award.
* **Volunteer:** Purdue International Students Mentor, Official Purdue Volunteer for improvement of Greater Lafayette Area.
* **Projects:** Tool for students with disability, DECUR: Intelligent trading platform, TELP: Uber-like service for technical support.

**Certified ScrumMaster Certification (CSM)**  **May 2019  
Certified Scrum Product Owner Certification (CSPO) May 2019**

**Stanford University Education Program for Gifted Youth**  **Jul 2012**

## SKILLS

* **Product Tools**: Jira, Azure DevOps, Google Analytics, Visio, Tableau, Trello, Typeform, Google Forms
* **Release Tools**: Octopus Deploy, Microsoft Azure, AWS, Docker, Kubernetes, Jenkins, Veracode
* **Languages**: Python, PowerShell Scripting, Bash, JAVA, C, Angular, MATLAB, SQL
* **Methodologies**: Agile Development, Scrumban, Lean, Object Oriented Programming
* **Additional Skills: UI/UX Design, Customer Experience, Market Analysis, Product Cycle, Organizational Leadership, Product Marketing, Financial Management, Metrics Analysis, Strategy Development, Consensus Building, SDLC, Process improvement, Release management, Change management, Configuration management, Source control management, Function as a Service (FAAS)**

## WORK EXPERIENCE

**Apple Dec 2019 – Present**

***Technical Program Manager***

* **Serve as liaison between Engineering, Business team and end-users to identify, analyze and ascertain business requirements and approvals, control scope, set priorities, define program requirements and long-term product roadmap.**
* **Collaborate with product team to conduct market research and design product enhancements for future product releases.**
* **Lead organization’s ongoing effort to migrate legacy systems to Kubernetes and Docker on AWS cloud.**
* **Manage mission critical ‘Personal Shopper’ feature for Apple countering reduced footfall and increased online sales.**
* **Influence and manage initiatives for infrastructure improvements and system architecture aligned with company initiatives.**
* **Achieved operational excellence in program management practices to increase transparency and customer satisfaction.**
* **Reduce maintenance costs while increasing team's readiness by 20% through planned maintenance and reduced rework.**
* **Define service level requirements based on input from customer reports and systems configuration changes.**
* **Effectively manage cross functional dependencies and changes to optimize resources and mitigate risk.**
* **Define and track key metrics, quality performance indicators and enable cross functional execution of program deliverables.**
* **Provide weekly program reports to the senior management including program status and performance, resource alignment, variances, risks, issues and mitigation plans along with new business development plans.**

**Mortgage Connect Oct 2019 – Dec 2019**

***Technical Program Manager- DevOps and SRE***

* **Collaborated with Development and Quality Assurance teams to identify needs and establish priorities.**
* **Automated the build process in order to streamline the multi-platform build process and eliminate build errors; developed automated sanity testing, troubleshooted build breakages and documented the build process and the subsequent changes.**
* **Developed new methods to improve dev environment and administered Teamworks software for task / bug tracking.**

**Fidelity National Financial Mar 2018 – Aug 2019**

***Product Manager – Release***

* **Manage rapid delivery of enterprise software updates to customers while improving quality by proactively and reactively working with Executives, Product Management, Development, QA and Operations.**
* **Lead and influence strategic engineering initiatives in partnership with cross-functional team to concurrently manage capacity planning, scalable infrastructure, configuration management, system tuning and post-release changes for multiple projects using Agile methodologies.**
* Drive process improvements to reduce number of hotfixes, identify and lower risk, improve availability, maintain quality, functionality and time to market through Lean release management and CI/CD pipelines, reducing build time by 50%.
* Define and lead high-profile initiatives to improve release quality, deployment scalability and customer experience before, during and after change, thereby improving code security score by 10-15%.
* Managed migration from TFS to Azure DevOps, Kudu to Kubernetes and HockeyApp to Mobile Center in under 3 months.
* Plan, design and implement Linux and Windows distributed systems on Azure Cloud platform.
* Define and manage release readiness and success criteria based on business requirements.
* Employ Octopus Release Manager and other automation tools to plan/manage releases into multiple environments with traceability and visibility removing extensive manual work improving efficiency by 40-45%.

***Product Manager***

* **Worked with cross-functional 10-member team on Product Development – planning, requirement gathering, managing technical trade-offs, development, testing, deployment, performance analysis and radiating information to stakeholders.**
* **Changed tides for a product that was 4 months delayed due to complexity and scope creep and shipped product to beta customer within 3 months. Rapidly iterated product roadmap based on metrics, user testing and customer feedback.**
* **Launched Client Exclusionary List (Vendor Order Management) - A consolidated portal that replaced disparate technologies for clients and internal stakeholders to actively manage different markets and optimize compliance and revenue growth.**
* **Drastically reduced end-user latency of Client Exclusionary List through redesigns and performance improvements focused on key use cases and UI improvements. Improved customer turnaround time from 1.5 months to 4 hours.**
* **Identified 5 different teams working on different strategic visions, worked cross-functionally to consolidate efforts for better overall product strategy and improved team velocity by 15-20%.**
* **Used targeted SQL queries to analyze project metrics and provide data-driven actionable insights to the team.**
* **Analyzed new product market potential by quantifying demand and coordinating research for 70+ future clients.**
* **Developed and managed the implementation of sprints including Work Breakdown Structure (epics, features, user stories), corresponding activities (tasks) and mitigate team risks and impediments (blocking issues, critical defects).**
* **Conducted Scrum daily standup, Product Backlog, Sprint Planning, Sprint Review & Sprint Retrospective meetings.**

***P****roject Coordinator*

* Managed scrum meetings, maintained notes, resolved dependencies and blockers for complementary projects.
* Created daily burn down report and weekly report for CTO and senior management.

*Software Engineer*

* Created project structure and high-level design of SPA (Single Page Application) for proprietary mortgage solution EXOS.
* **Designed directives to remove code redundancy, enable code modularity and improve scalability and efficiency.**
* Implemented localization using pipe and globalization using JS library; Create shared modules, models and environments.
* Built Angular Apps using backend SQL server data with Entity framework and Dapper.

**BluePi Consulting Apr 2017 – Aug 2017**

***Technical Program Manager Intern***

* **Designed new machine learning algorithm to correctly track advertisement reach for digital marketing on social media.**
* **Analyzed large data sets to identify key problems in ad-reach tracking, develop and test new algorithm.**
* **Assisted in improving user interface for proprietary piStats Media Management Application to reduce loading time by 15%.**
* **Conceived the idea and generated roadmap of developing an API for the application for easier integration on customer side.**

**IBM May 2015 – Jul 2015**

***Associate Offering Manager Intern***

* Implemented Software Improvement Agile life cycle (SCRUM) to upgrade Business Analytics tool for IBM.
* Identified requirements based on customer feedback, A/B testing and competitive analysis of available market solutions.
* Worked closely with the team to add analytical features like customer focused Key Performance Indicator (KPI) and traffic analysis using IBM BPMA 8.5.0 and IBM QRadar.