# Abishek Ramakrishnan

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## PROFESSIONAL EXPERIENCE

**Technical Product Owner**, U.S. Bank, New York, NY                   Jan 2023 – Present
- Leading Product Owner managing 3 cross-functional agile teams and owning the product roadmap for backend upgrades within U.S. Bank's Prepaid modernizing services impacting 3M+ customers
- Spearheading organizational best practices across 150+ individuals through monthly workshops and the creation of replicable systems, such as documentation and templates, to support 10 Agile teams
- Conducting  mission-critical user research on customer-facing sites through Qualtrics, Net Promoter Score surveys, and user interviews, resulting in 2 organization-wide  initiatives
- Piloting cloud migration initiatives, leading to 21% reduction in spend and 30% increase in resource efficiency.
- Transforming documentation processes within the cloud migration and backend initiatives to increase U.S. Bank's prepaid organizations' documentation coverage by 80%

**Product Management Consulting**

**Healthcare Integration Service**, New York, NY                   Apr 2023 – Present
- Created a B2B subscription service that generates monthly revenue based on usage volume
- Engineered integrations between ZocDoc and 5 providers, reducing data entry and calls by ~40%

**Restaurant Marketing Services**, New York, NY                   Sep 2022 – Present
- Lead Designer  digital/physical menus for 52 local restaurants and increased customer conversion by 30%
- Launched marketing campaigns and targeted sub-brands that boosted average transaction values by 17%

**Development**                   Jan 2020 – Present
- Pioneered the creation of a full stack tool using auth and complex data relationships, currently being used by the F.D.A. to conduct assessments of 12+ pharmaceutical sites
- Curated and created websites for 42 small businesses and individuals using various languages and tools

**Product Manager**, Upside Financing (Acquired, Seed Stage), New York, NY          Jan 2022 – Dec 2022
- Lead Product Manager for Upside's first online repayment flow, reduced offline payments by 78% within 1 quarter
- Redesigned primary customer dashboards and revenue-generating features, reduced customer churn by 32%
- Served as lead point of contact with cross functional teams to develop, prioritize Engineering and Sales Roadmaps and track progress towards company-wide Key Performance Indicators
- Built 15 dashboards that improved company-wide visibility of product and platform performance, increasing customer retention by 15%
- Engaged and managed relationships with 12 key vendors to enable pivotal API integrations for the Upside platform.
- Integrated CRM and email delivery APIs to standardize customer management and automate email notifications, reducing manual c sent by 42%

**Associate Technical Consultant**, Amazon Web Services, Arlington, VA          Aug 2020 – Nov 2021
- Managed  3 agile teams, successfully creating, prioritizing, and delivering a project roadmap for Fortune 50 clients
- Performed technical research and provided guidance which immediately reduced average customer spend by 60+%.
- Conducted user interviews and security audits to implement system security changes for 4 clients
- Built and presented DevOps content on behalf of AWS at a conference for 38 technologists
- Served as DevOps and API integration SME, writing and approving 100+ entries to the AWS knowledge base

**Roux**, Co-Founder/Business Manager, Great Falls, VA                   Jun 2020 – Jul 2021
- Created and marketed direct-to-consumer e-commerce clothing brand, sold out 2 drops of 200+ pieces
- Developed website and ran A/B testing to improve landing page conversion rates by 250%

## CERTIFICATIONS
AWS Solutions Architect Associate • AWS Certified Cloud Practitioner • Professional Scrum Master I • Google Ads

## SKILLS
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| **Development** | AWS, Azure, Java, C#, Node.js, React.js, ASP.NET, PHP, HTML, CSS |
| **Analytics** | Python, R, IBM SPSS, SQL, Solver, SolverTable, Snowflake, MongoDB |
| **Business** | Jira, Agile/Scrum, Figma, UI/UX, Visio, Lucid SalesForce, Zoho, draw.io, Gliffy |

## EDUCATION
**BBA, Computer Information Systems,** James Madison University, Harrisonburg, VA