SRI RAKSHA BSR

PRODUCT MANAGER | CUSTOMER SUCCESS & TECHNICAL OPERATIONS



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EDUCATION

MSc Postgraduate
George Brown College,
Toronto, 12/2020

PRODUCT SKILLS

Product Roadmap Ownership
PRD Authoring & Feature Specs
User Story Mapping
Stakeholder Management
Go-to-Market Strategy
Agile / Sprint Planning
User Research & Personas
Wireframing & Prototyping
OKRs / KPIs / Metrics-driven PM
Cross-functional Collaboration
0→1 Product Development
Product Strategy & Vision
Process Optimisation
Business & Financial Acumen

DOMAIN & TOOLS

JIRA / Confluence
Data Migrations & Integrity
Compliance & Security Controls
Customer Relationship Management
User Experience (UX)
Performance Monitoring
CI/CD & Automation
Active Directory / Linux
AWS / GCP
Wireshark / Shell Scripting
VMware / Hyper-V / Kubernetes
Technical Documentation

TECHNICAL SKILLS

Active Directory DM / Linux
NAS / SAN / LDAP / AWS / GCP
SMB / CIFS / FTP / NFS / HTTP
VPN / DNS / DHCP / VOIP
CI/CD & Automation
Incident & Escalation Management
NAT, TCP/IP, UDP, IPv4
Wireshark / Shell Scripting
Infrastructure as Code
(Terraform, CloudFormation)
Data Recovery / Disaster Recovery
VMware / Hyper-V / Kubernetes
Technical Documentation

SUMMARY

Transitioning Product Manager with 5+ years of experience in technical operations, enterprise support, and customer success, including hands-on 0→1 product development. Proven track record of identifying user pain points, authoring PRDs, defining product roadmaps, and shipping internal tools that deliver measurable business impact — including a 72–75% reduction in operational overhead across two successive automation products. Experienced in cross-functional stakeholder management, sprint execution, and aligning engineering delivery to product vision. Equally comfortable in discovery, definition, and delivery phases of the product lifecycle.

PRODUCT HIGHLIGHTS

BoardDocs Audit Tool — Product Manager & Owner

Diligent Corporation | 2026 | PRD authored, leadership-approved, go-live Q2 2026

- Identified a critical gap in the migration pipeline: manual pre-audit verification was error-prone, time-consuming, and created bottlenecks before every client go-live; initiated the product proposal independently.
- Authored end-to-end PRD covering problem statement, user personas (migration specialists & team leads), success metrics, feature prioritisation, edge cases, and acceptance criteria; secured sign-off from team lead and leadership before build commenced.
- Defined the product roadmap and sprint plan for the tool, sequencing cross-verification, data validation, and automated report generation as phased feature releases aligned to engineering capacity.
- Collaborated with engineering and QA stakeholders throughout the build cycle, facilitating sprint reviews and resolving scope trade-offs to maintain timeline integrity.
- Tool expected to reduce manual pre-audit time from 2 days to 6 hours upon go-live — a projected 75% reduction in audit prep overhead and near-elimination of human error in pre-migration validation.

Web Customisation Automation Tool — Initiator & Product Owner

Diligent Corporation | 2025 | Live & in daily use across the team

- Recognised that manual client website customisation was consuming significant time per client with high repetition and low complexity — built the business case, defined requirements, and authored a PRD which was presented to the team lead and escalated to leadership for sign-off.
- Drove end-to-end delivery with engineering — scoping, building, and validating the tool within a single quarter, maintaining full alignment to the approved PRD throughout.
- Tool went live and was adopted immediately into the team's standard workflow — reducing per-client customisation time by 72% and freeing engineering capacity for higher-value migration tasks.
- Tracked adoption and operational efficiency post-launch; tool remains in active daily use across the team, demonstrating sustained product-market fit within an internal user base.

PROFESSIONAL EXPERIENCE

Customer Success Specialist

Diligent Corporation, Bengaluru | 2024 – present

- Spearheaded end-to-end client onboarding by configuring customer entitlements and unique identifiers, ensuring timely platform transitions with minimal disruption.
- Led data migrations tailored to client needs, performing rigorous QA to resolve structural inconsistencies and ensure data integrity across all migrated accounts.
- Served as the first line of product experience ahead of any client or implementation team — identifying friction points on the migrated platform, surfacing findings to Product and Engineering, and directly influencing platform improvements through real-world pre-launch validation.
- Collaborated cross-functionally with Product, Engineering, and Advisory teams to surface platform limitations, define improvement requirements, and influence the migration pipeline roadmap.
- Initiated and facilitated recurring Tech Herd knowledge-sharing sessions, improving operational alignment and accelerating onboarding ramp time for new team members.
- Authored and maintained 8+ product guides, migration manuals, and process documentation, gathering requirements from cross-functional stakeholders and ensuring compliance with quality and style standards.
- Planned, tracked, and delivered documentation and training content within strict migration timelines, addressing content gaps, localisation needs, and edge cases across diverse client groups.

AI & TOOLS

ChatGPT / Claude / Gemini
Perplexity AI
PRD & Documentation Writing
Research & Market Analysis
User Research Synthesis
Data Analysis & Interpretation
Code Generation / Debugging
AI-augmented Product Thinking

PERSONAL

Disability: *Hard of hearing — happy to discuss accommodations through the interview process.*

PROJECTS

BoardDocs Audit Tool
PRD authored & approved by team lead & leadership. Full pre-migration audit automation. Go-live Q2 2026.

Web Customisation Automation
PRD authored, presented to team lead & escalated to leadership. Live & in daily use. 72% reduction in customisation time. 2025.

RoamRiot — PM (Self-Initiated)
All-in-one travel planning platform. End-to-end PM ownership: vision, research, roadmap, PRD, wireframes. Conceptualised 2025, built 2026.

Senior Enterprise Support Engineer

Dell EMC Corporation, Bengaluru | 2015 – 2019

- Consistently met customer SLAs by designing and executing effective short- and long-term process improvement plans without compromising quality standards.
- Owned and resolved Level 2 escalation cases involving data unavailability, performance degradation, and data corruption — driving root cause analysis and cross-team coordination.
- Supervised, mentored, and coached vendor teams on NFS and Windows environments, contributing to skill development and high-quality deliverable output.
- Collaborated proactively with Engineering to identify bugs, document reproduction steps, and track issues through JIRA — directly influencing product quality improvements.
- Managed full documentation lifecycle from requirement gathering through review, approval, and archival, coordinating with product managers, technical teams, and QA for multilingual readiness.
- Led onboarding and training initiatives for new hires and vendor team members, building structured knowledge transfer frameworks.

PROJECTS

RoamRiot — Founder & Product Manager

Self-Initiated | Conceptualised 2025, built 2026 | Built, pre-launch

- Identified a fragmented travel planning problem: users jump between 4–6 apps to plan a single trip, creating cognitive overload and missed coordination — no single cohesive product solved this end-to-end.
- Defined product vision, target user personas (frequent travellers, group trip planners), and a prioritised roadmap balancing itinerary building, booking management, group coordination, and discovery — all in one experience.
- Authored full PRD covering problem statement, user journey maps, feature specifications, prioritisation rationale, and MVP scope definition.
- Conducted user research to validate core pain points and refine persona assumptions; used findings to adjust feature sequencing and cut scope that did not serve primary user needs.
- Designed wireframes and detailed feature specs to communicate UX vision and align on build requirements; product is fully built and being prepared for public launch.

ACHIEVEMENTS

- Initiated, built, and shipped two successive internal automation products at Diligent — each with PRD authored and leadership sign-off — delivering a 72% reduction in client customisation time (live, in daily use) and a projected 75% reduction in pre-migration audit prep time (BoardDocs Audit, 2 days → 6 hours, go-live Q2 2026).
- Led complex client migrations from BoardDocs to the D1 platform including full data validation, QA, and reporting — ensuring zero data loss and high client satisfaction across all accounts.
- Delivered 8+ comprehensive product and migration documentation sets at Diligent, covering edge cases, process guidelines, and multi-perspective requirements to support diverse client and internal stakeholder needs.