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Location: Bengaluru, Karnataka

CORE COMPETENCIES

Product Strategy &

Roadmapping

Feature Prioritization

Product Requirements

Data-Driven Decision

Making Stakeholder

Management

Cross-Functional Team

Leadership

User Metrics & Analytics

Risk Mitigation & Change

Management

Budgeting & Resourcing

AI Platforms

LLM models

N8N

Figma AI &

Make

Whimsical,

GA, Lovable,

Replit, Cursor...

ITISHA DUBEY

Sr. Technical Program Manager | Product-Focused Strategist | AI-PM |

 **Portfolio:** itishadubey.me

Product-focused Technical Program Manager with 12+ years delivering high-impact products across Web3, Gaming, Fortune 100 companies, EdTech, and blockchain/web3 domains. Proven expertise in product strategy, data-driven feature prioritization (Impact Effort & RICE framework), and go-to-market execution. Skilled at translating technical complexity into measurable business outcomes, leading cross-functional teams across time zones, and optimizing user experiences through rigorous analytics. Adept at using data and user behavior insights to drive product decisions, improve onboarding funnels, and optimize feature adoption while collaborating closely with engineering, design, marketing, and business stakeholders in Agile environments.

PROFESSIONAL EXPERIENCE

Technical Program Manager (Product-Focused)

KGeN (reg as White Martech Solution Pvt. Ltd.) | Bengaluru, Karnataka

Oct 2023 – Present

KEY PRODUCT ACHIEVEMENTS

- Reduced user drop-offs by 7% through data-driven onboarding redesign
- Built **SEO and UTM tracking framework** to enable campaign optimization and attribution
- Reduced onboarding latency by **streamlining main website flows**
- Improved feature prioritisation using **RICE**, aligning roadmap with business impact
- Enabled **product-led onboarding entry points**, reducing website dependency
- Improved release readiness through **end-to-end feature launch coordination**
- Orchestrated and managed the **successful launch of the \$KGEN token** to the crypto market, driving strategic planning and cross-functional collaboration for a robust market entry.

Roles and Responsibilities

- Owned end-to-end delivery of platform initiatives from problem definition through release and iteration.
- Defined and maintained product roadmaps aligned with ecosystem growth and user engagement metrics.
- Collaborated closely with engineering teams to translate requirements into actionable stories and sprint goals.
Facilitated cross-functional discussions to prioritize features, manage scope trade-offs, and align on outcomes.
- Monitored live product performance and iterated based on user behavior and data insights.
- Identified delivery risks early and drove mitigation plans without compromising product objectives.
- Defined feature scope and success metrics through clear PRDs

CERTIFICATIONS

- Certified Scrum Master (CSM®) - Scrum Alliance
- PMI: GenAI Overview for Project Managers
- Google Project Management Professional Certification
- Google Analytics: Building Interactive Dashboards
- Airtribe: Building Real World AI- Product
- Airtribe: GenAI Applications for Product Builders
- LinkedIn: Enhancing Program Management with AI

EDUCATION

Bachelor of Computer Applications (BCA)- National Post Graduate College, Lucknow

Software Engineering Diploma (GNIIT)- NIIT, Lucknow

Technical Project Manager

InMorphis | Bengaluru, Karnataka

Feb 2023 – Aug 2023

KEY ACHIEVEMENTS

- Increased customer satisfaction by **15–20%** through improved delivery practices
- Reduced delivery delays by **20%** through Agile best-practice implementation
- Defined requirements, milestones, and success metrics in partnership with key stakeholders

Roles and Responsibilities

- Led cross-functional teams to deliver customer-facing initiatives on time and under budget, increasing customer satisfaction by 15–20%.
- Implemented Agile best practices, reducing delivery delays by 20%. Collaborated with stakeholders to define requirements, milestones, and success metrics.
- Managed sprint ceremonies, backlog grooming, capacity planning, and risk mitigation.
- Used data analysis to evaluate delivery performance and identify improvement opportunities.

Project Manager (Technical) & Scrum Master

BYJU'S | Bengaluru, Karnataka

Mar 2022 – Feb 2023

KEY ACHIEVEMENTS

- Drove 2k-4k enrollments within 2 months through strategic product initiatives
- Increased team delivery rates from 37% to 50% within two sprints
- Achieved INR 16 lakhs cost savings through vendor performance optimization

Roles and Responsibilities

- Developed multiple customer retention and issue resolution features using Salesforce, improving satisfaction and reducing churn
- Defined project scopes, objectives, and technical feasibility in collaboration with all stakeholder
- Developed risk management and mitigation plans to ensure on-time delivery
- Managed changes in project scope, schedule, and costs using verification and change control techniques
- Prioritized ruthlessly across competing initiatives and managed multiple cross-functional teams

TECHNICAL SKILLS

ASP.NET, C#, Java, Python,
PHP HTML, CSS, JavaScript
MySQL, DevOps & CI/CD Pipelines
API Design & RESTful Services SAP
VS Code GitHub, Bitbucket

TOOLS & PLATFORMS

LLMs, n8n, Agentic
and GenAI, AI/ML
JIRA, Confluence,
MSP,
ServiceNow
Snowflake, powerBI,
Firebase,
Google Analytics
GoogleData Studio
Figma, Miro

PROFESSIONAL EXPERIENCE

IT Project Manager

Senpiper Technologies | Gurugram

Jul 2019 – Jan 2022

KEY ACHIEVEMENTS

- Secured long-term partnership contract through ahead-of-schedule delivery
- Led Face Recognition Attendance System virtually inaugurated by Prime Minister

Roles and Responsibilities

- Delivered multiple cloud-based and platform projects within scope, time, and budget.
- Led development of cloud (AWS) based applications with mobile data input and interactive dashboards.
- Delivered a Face Recognition Attendance Management system for an Indian Government client.
- Gathered user and client requirements and translated them into scalable product solutions.
- Supported product launches, release planning, and change management.

Team and Projects Manager

In3corp | Lucknow

May 2013 – Aug 2015 & Oct 2016 – Feb 2019

KEY ACHIEVEMENTS

- Recovered \$11M in erroneous vendor payments for Unilever across 11 regions
- Got the contract extended through exceptional audit performance and client satisfaction

Roles and Responsibilities

- Performed Level-3 financial analysis on client payables, extracting data through multiple audit angles to identify variances and overpayments
- Led team of 10+ professionals across different time zones, ensuring consistent delivery quality and meeting aggressive deadlines
- Developed and implemented standardized processes for audit analysis, improving team efficiency and accuracy
- Collaborated with client finance teams to validate findings and implement corrective actions
- Managed project deadlines and achieved targets consistently, maintaining high client satisfaction scores