Kush Bhatnagar

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Seasoned Technical Program Manager and Product Owner with a solid 15-year track record driving impactful initiatives across Program and Product Management within Data, Diagnostic, Machine Learning, and Test Methodology domains. Recognized for expertise in Product Management, MLOps practices, Data Engineering, Amazon Web Services, Test Automation Framework development, and Agile Methodologies. Currently leading as the Product Owner of a Diagnostic platform, committed to ensuring efficient delivery and seamless integration of diagnostic products to drive actionable business insights.

Skills

- Project Management
- JIRA and Agile Project Management
- Stakeholder Management
- Product Roadmap and Strategy
- Kubernetes, Docker

- AWS
- Flask framework
- Java, Python
- Selenium, JMeter

Experience

05/2023 - PRESENT

TPM & PO/ HP Inc, Bangalore

Project: Print Scan Doctor (**PSDr**) diagnoses and resolves printing and scanning issues for consumers, while Insights-360 (**i-360**) offers a chronological view of the customer journey for analysis.

- **Product Vision and Roadmap Definition:** Spearheaded the definition and communication of the product vision and roadmap for the PSDr component and associated Diagnostics solutions, ensuring alignment with organizational goals and market demands.
- **Backlog Management and Prioritization**: Collaborated with ecosystem partners to effectively manage and prioritize the product backlog, ensuring timely delivery in alignment with EPI planning and business objectives.
- **Requirement Gathering and Translation:** Gathered comprehensive requirements from stakeholders and translated them into clear, actionable user stories for delivery teams, ensuring a shared understanding of project expectations.
- **Strategic Prioritization:** Utilized strategic prioritization techniques to sequence backlog items, with a focus on maximizing business outcomes and return on investment (ROI), optimizing resource allocation and project success.

- **Iteration Planning Facilitation:** Facilitated iteration planning sessions with the development team, ensuring alignment with project objectives, timelines, and stakeholder expectations, fostering collaboration and efficiency.
- **Acceptance Criteria Development:** Developed robust acceptance criteria to ensure stakeholder sign-off on features and new services, promoting transparency, accountability, and quality assurance throughout the development lifecycle.
- **Risk Identification and Mitigation:** Proactively identified and mitigated risks associated with the product, implementing strategies to safeguard project success and continuity, ensuring smooth project execution and delivery.

02/2022 – 04/2023
TPM & MLOPs Engineer/ HP Inc, Bangalore

Project: Smart Vectorization converts large format images into editable CAD using computer vision model, while Proactive Support generates proactive alerts for support agents through machine learning classification.
- **Strategic Project Management**: Developed and meticulously managed project plans for MLOps initiatives, ensuring alignment with overarching business and technology objectives for the Large Format Print domain.
- **Stakeholder Collaboration**: Acted as a pivotal liaison between technical teams, data scientists, and business stakeholders, fostering transparent and effective communication to ensure mutual understanding of project objectives and requirements.
- **Infrastructure Development:** Spearheaded the design and implementation of Docker and Kubernetes pipelines, streamlining the deployment, serving, and monitoring processes for machine learning models, enhancing scalability and reliability.
- **AWS SageMaker Integration:** Conducted comprehensive Proof of Concepts on ML-related AWS services, particularly SageMaker Studio, evaluating their suitability and effectiveness for addressing specific business use cases within the Large Format Print domain.
- **Pan-HP MLOps Initiative:** Led a cross-functional initiative aimed at harvesting, developing, and establishing best practices for the end-to-end lifecycle management of machine learning solutions within the Pan-HP ecosystem, optimizing efficiency and efficacy in production environments.

12/2020 - 01/2021
TPM & Test Architect/ HP Inc, Bangalore

Project: Manage Print Solutions (MPS) offers HP's services to centrally control printers and printing operations across organizations.
- **System Integration Testing (SIT) Process Definition:** Spearheaded the definition and implementation of the System Integration Testing (SIT) process, ensuring adherence to established standards and protocols by assets and partner teams involved in MPS development.
- **Automation Framework Development:** Designed and developed an automation framework tailored specifically for System Integration Testing (SIT), enhancing testing efficiency, accuracy, and coverage within the MPS ecosystem.
- **Stakeholder Collaboration and Communication:** Acted as a key liaison between management, internal teams, and outsourced development partners, facilitating transparent

communication and collaboration to address software systems design status, project progress, and issue resolution effectively.

- **Machine Learning Proof of Concept (POC):** Explored the application of machine learning through a Proof of Concept (POC) to refine and enhance testing methodologies within the MPS project, driving innovation and efficiency in quality assurance processes.

11/2016 - 11/2020
System Engineer/ HP Inc, Bangalore

Project: HP ePrint, a dynamic cloud-based print solution catering to office, home, and large format customers with over 60 million connected print consumers. The project focused on harnessing the capabilities of the Print cloud platform to deliver a unique print experience.

- **API Automation Framework Development:** Spearheaded the development of an API Automation Framework, seamlessly integrating it with Jenkins for Continuous Integration and Continuous Deployment (CI/CD) pipelines, enhancing the efficiency and reliability of the development process.
- **Testing Plan Development and Execution:** Designed comprehensive testing plans, protocols, and documentation for the assigned portion of the application, ensuring thorough testing coverage and adherence to quality standards. Proficiently executed testing procedures, identifying, debugging, and providing effective solutions for issues related to code and integration within the application architecture.
- **Project Leadership:** Led a dedicated project team consisting of software systems engineers and both internal and outsourced development partners. Directed the team towards the development of dependable, cost-effective, and high-quality solutions for the assigned systems portion or subsystem, ensuring alignment with project objectives and timelines.

11/2012 – 10/2016
Senior QA Engineer / JDA Software, Bangalore

Project: The Agile Business Process Platform (ABPP) is a framework allowing for the design, development, and configuration of data models and workflows that incorporate complex business logic. It is a complete end-to-end development and run-time environment for developing, customizing, configuring, and running supply chain applications.

- **UI Automation Framework Development**: Spearheaded the development of a Page Object Model-based UI Automation framework using Selenium and Java. The framework streamlined functional test cases, enhancing efficiency and reliability.
- **QA Testing Leadership**: Led Quality Assurance testing efforts by developing functional test cases aligned with project requirements. Effectively communicated issues to the product owner, providing valuable insights that could potentially impact the product's value.

07/2009 – 10/2012
Senior Software Engineer / Accenture, Bangalore

Project: Customer Segments-Inter Credit Decision Platform deals with customer requests for small business credit cards. The project's main objective is to decide the customer request based on different criteria.

- **Automated Regression Testing**: Implemented an Automated Regression test suite in QTP, enhancing the project's development process by identifying and addressing issues at an early stage.
- **Collaboration with Stakeholders**: Collaborated closely with various stakeholders, including development and business teams, to decipher complex requirements and translate them into comprehensive test scenarios and scripts.
- **Risk Based Testing Implementation**: Introduced and implemented Risk Based Testing methodology to adapt to the project's short testing cycles. This approach prioritized testing based on the criticality of requirements, optimizing testing efforts.

Education

08/2008
Bachelor of Engineering / Rajasthan University, Jaipur

Completed B.E in Information and Technology with Honours and a GPA of 3.5

Activities

I am passionate about technical writing and have established my own blog site to publish content related to Machine Learning, MLOPs, Data-Centric applications and Cloud Services. My goal with this blog series is to provide digestible concepts based on my learning of complex topics.