

# Ashish Mishra

Product Manager | 9 Years Exp.

Passionate about building technology-based products with a customer-first mindset and data-driven approach.



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## WORK EXPERIENCE

### Senior Product Manager

Microsoft India (R&D) Private Limited

11/2021 - Present

Bangalore, IN

Achievements/Tasks

- Built DIME Platform used by 200 engineers. Accelerated data product delivery by 40%.
- Streamlined the data exploration process to reduce the time from weeks to just a few days.

### Product Manager

Observe AI

09/2020 - 11/2021

Bangalore, IN

Achievements/Tasks

- Shipped Evaluations Form for Agent Evaluation. Sealed 4 deals. ARR Increased by 350k USD.
- Shipped Data Out API. Adopted by 10 customers and increased ARR by 700k USD.

### Product Manager

Freshworks Inc.

07/2019 - 08/2020

Chennai, IN

Achievements/Tasks

- Implemented Data Out Extract APIs for Enterprise Customers. Increased ARR by \$1 million.
- Implemented Freshdesk Omni-channel. Increased revenue by \$8 million(ARR) in 6 months.

### Product Manager

Lemnisk

06/2017 - 06/2019

Bangalore, IN

Achievements/Tasks

- Launched the Notification Center. Cross-sold to 3 existing clients increasing the MRR by 2.5 lakhs INR.
- Productized Banner Personalization feature. Decreasing the TAT for customisations from 48 hours to 10 minutes.

### Associate Product Manager

OneDirect

10/2016 - 06/2017

Bangalore, IN

Achievements/Tasks

- Launched Play-store feeds, earned 2 new clients and up-sold to 3 existing clients increasing the MRR by 5 lakhs INR.
- Introduced CRM integration module, earned 3 new clients and up-sold to 1 existing client. An increment in MRR by 3.5 lakhs INR.

### Full Stack Developer

OneDirect

06/2015 - 10/2016

Bangalore, IN

Achievements/Tasks

- Development of Facebook DMs, reduced fetch time from 4 mins to 30 secs.

## SKILLS

Data Engineering

Data Governance

Data Quality

Data Exploration

Validated Learning

A/B Testing

APIs

Data Analytics - Mixpanel, FullStory

Prototypes and Wireframes - Balsamiq, InvisionApp

Customer Interviews

Project Management - ADO, JIRA, Freshrelease

## PROJECTS

Liberation Technology - Stanford University USA  
(07/2013 - 07/2014)

- Automated the feedback collection process for NREGA through IVRS.
- The project was successful in collecting responses from more than 50% of the inhabitants of the rural areas of Northern India.

## EDUCATION

Computer Science and Engineering  
Birla Institute of Technology, Mesra

08/2011 - 04/2015

## ACHIEVEMENTS

Star Performer - Freshworks (2020)

Spot Award at Lemnisk (2017)

Best Performer Award at OneDirect (2015 - 2016)

Oracle Certified Java Programmer (2016)

Achieved 100% score in OCJP