

KAVYASHREE T

Senior Technical Product Manager

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Summary

Senior Technical Product Manager with 8+ years of experience delivering enterprise SaaS and technical products across cybersecurity, cloud platforms, AI-driven solutions, compliance, and licensing systems, including 3+ years at Amazon (Selling Partner Support and Alexa data). Experienced in owning and driving roadmap strategy and definition, writing PRDs, user stories and acceptance criteria, prioritizing backlogs, and managing feature delivery and trade-offs across scope, timeline, and quality. Contributes to engineering discussions on technology decisions, technical architecture, APIs, system integrations, data models, and platform strategy. Strong background in security workflows, compliance requirements, regulatory frameworks, policy analysis methodologies, audit readiness, analytics platforms, and developer-facing products, plus user manuals, knowledge articles, SOPs, and information architecture. Skilled at translating customer, seller, and business needs into technical solutions, representing and advocating for critical customers and stakeholders in prioritization and planning, defining KPIs, and driving data-driven decisions with Tableau, QuickSight, Qlikview, and Power BI. Proven at building and driving adoption of new tools, including GenAI and LLM-based automation. Experienced in driving cross-functional collaboration and delivering measurable business outcomes in Agile environments, collaborating with global stakeholders, engineering teams, UX designers, architects, and operations teams to launch and improve enterprise products used by global customers

Skills

Product Management:
Product Strategy and Vision, Roadmap Strategy and Definition, Backlog Prioritization, PRDs, User Stories, Acceptance Criteria, Feature Delivery and Trade-offs, KPIs and Success Metrics, Experimentation (A/B Testing), Systems, Analytics Platforms, Microservices, Market Analysis, Stakeholder Management, Agile, Scrum, SAFe

UX & Design: Wireframing, User Journeys, UX Writing, Microcopy, Usability, Design Systems

Data & Systems: Tracking Pipelines, Data Quality, Data Governance, Observability, Ingestion Workflows, Data Models, APIs, System Integrations

Security & Compliance: Secure-by-design, Access Control, Audit Readiness, Governance Workflows, Regulatory Frameworks, Policy Analysis

AI / GenAI: AI/ML, GenAI, LLM Workflows, Content Automation, Prompt Design, LLM-based Retrieval

Developer Experience & Documentation:
Doc-as-Code, System Architecture, Proposal Writing (RFP), HLD/LLD, API/SDK/CLI Documentation, Runbooks, SOPs, Knowledge Articles, User Manuals, Information Architecture, UX Content

Tools & Technologies:
Jira, Confluence, GitHub, GitHub Copilot, Quickbase, Lucen Software, Tableau, QuickSight, Qlikview, Power BI, SQL, JSON, YAML, Hotjar, Power Apps Development, Splunk, Zscaler, ServiceNow, Figma, Adobe XD, Adobe Illustrator, CorelDRAW, DITA XML, MadCap Flare, Oxygen XML, Swagger, Postman, Adobe Experience Manager Assets (AEM), Binder, Canto

Key Achievements

Optimized System Latency
40% lower platform latency, significantly improving data tracking accuracy

Enhanced Documentation
30% fewer support tickets through AI-friendly documentation that lets users resolve issues independently

Improved Dashboard Usability
50% improvement in dashboard usability by refining data governance practices

Streamlined Workflows
25% reduction in deployment time by enhancing release workflows

AI Tools Integration
GenAI adoption promoted across development workflows, improving productivity and reducing manual effort

User journey simplification:
Translated complex workflows into intuitive user journeys and interfaces

Experience

LTI Mindtree (Client: Cisco Systems)

Bengaluru

Technical Product Manager Mar 2025 - Present

- Own the product roadmap for Cisco Smart Licensing workflows supporting enterprise customers
- Define product requirements, user stories, and acceptance criteria for licensing and entitlement management capabilities
- Partner with engineering teams to prioritize backlog items and deliver roadmap initiatives, managing feature trade-offs
- Presented roadmap priorities and feature trade-offs to client and internal senior stakeholders during planning cycles, aligning engineering, security, and operations teams on delivery
- Collaborate with architects and developers on technology decisions to support scalable licensing, entitlement management, and enterprise integration solutions
- Work with APIs, licensing data models, and platform integrations to improve customer workflows and operational efficiency
- Define KPIs and success metrics for adoption, usability, and platform performance
- Improve tracking pipelines, data ingestion, and system reliability to support data-driven decision-making
- Build dashboards for KPI visibility and operational performance tracking
- Partner with engineering, security, and operations teams to deliver compliant, audit-ready solutions
- Reduced support tickets by 30% and increased product adoption through workflow simplification and self-service improvements
- Supported enterprise customer workflows by improving usability, documentation, and compliance alignment, leveraging GenAI-driven content and automation to enhance self-service and efficiency

Accenture Technologies Pvt Ltd

Bengaluru

Technical Product Manager (Accenture internal projects) Feb 2022 - Mar 2025

- Led the roadmap for an experimentation and analytics platform used across 10+ teams
- Represented the needs of 10+ teams in roadmap prioritization and planning reviews with senior leadership for the experimentation and analytics platform
- Led a distributed UX team (Costa Rica) to deliver wireframes, improving usability and adoption
- Delivered GenAI-powered automation for PPT, RFP, and sales workflows, building and driving adoption of new tools
- Improved turnaround time by 35% through workflow automation
- Defined tracking standards and data governance to improve decision-making
- Built observability dashboards to improve platform adoption and visibility
- Coordinated across engineering, security, and product teams for release and compliance alignment
- Maintained the documentation lifecycle and built unified UX content patterns
- Built doc-as-code systems and structured documentation frameworks across teams
- Reduced content duplication and improved discoverability and usability
- Authored RFP, HLD/LLD, runbooks, and operational documentation for security workflows

Schneider Electric India Pvt Ltd

Bengaluru

Senior Technical Content Developer Jun 2021 - Feb 2022

- Created and revised deliverables in an Agile environment
- Enhanced team efficiency by streamlining documentation for smart grid and automation products in Agile teams
- Reduced repeat support queries through structured self-service content
- Built a searchable content repository using LLM-based retrieval
- Created content repositories integrated with LLM for efficient keyword retrieval for customer and marketing escalations
- Validated documentation through QA demos and cross-team reviews
- Resolved documentation-related queries as a Customer Service Engineer

Capgemini Pvt Ltd

Bengaluru

Technical Writer Nov 2020 - Jun 2021

- Developed and structured 25+ technical documents for enterprise applications, enhancing user comprehension by 30%
- Standardized templates across 10 documentation projects, increasing consistency and usability by 40%
- Improved content organization and discoverability, reducing onboarding time by 25% through optimized documentation
- Collaborated with engineering teams on 15 product workflows, ensuring alignment and accuracy in technical documentation
- Achieved a 60% KB article reference rate by auditing 100+ support calls with engineering and operations teams under the Kaizen project

Amazon Development Center

Bengaluru

Selling Partner Support Apr 2019 - Nov 2020

- Improved support operations efficiency by developing 5 SOPs to standardize procedures across vendor interactions
- Engaged in collaborative projects with engineering teams
- Demonstrated ownership of every seller interaction to drive successful first-time resolution on all contacts
- Worked with multiple technology applications and features to resolve seller contacts
- Maintained a positive and professional demeanor, always portraying the company in a positive light

Experience

Amazon Development Center — Chennai

Data Associate — Sep 2017 - Apr 2019

- Assisted in data management and reporting tasks for Alexa devices
- Supported team objectives in analytics and documentation
- Supported data annotation and quality validation for Alexa systems
- Documented data workflows and edge cases to improve consistency
- Collaborated with technical teams to streamline processes and reduce errors

Education

SJCIT, VTU, India — Jul 2012 - Jul 2016

Bachelor of Engineering in Information Science and Engineering

Languages

English
Full Professional Proficiency (C1)

German
Intermediate Working Proficiency (B1)

Certifications

CompTIA Security+ — CompTIA

AWS Certified AI Practitioner (AIF-C01) — Amazon Web Services

Certified Scrum Product Owner (CSPO) — Scrum Alliance

SAFe Product Owner / Product Manager (POPM) — Scaled Agile

GitHub Copilot Fundamentals — GitHub

CCNA (Cisco Certified Network Associate) — Cisco