

Kumar Omkar

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SUMMARY

Program Manager with 8 years of experience in B2B SaaS, EdTech, health science and engineering sectors. Currently driving platform safety and product functionality improvements at LinkedIn Corporation. Skilled in strategic product development, market analysis, and agile project management. Passionate about solving customer problems and driving business growth through collaborative leadership.

EXPERIENCE

Technical Program Manager | LinkedIn Corporation

Aug 2024 - Present

- Spearheading a **login re-architecture initiative**, decoupling monolithic services to enhance platform scalability, performance, and maintainability — aligned with long-term implementation goals.
- Designed a VP-level **Trust Ops dashboard** to track 100+ overdue/near-due tickets, automating insights and streamlining escalations through real-time alerts.
- Led a **security health check initiative** to identify and remediate critical vulnerabilities, reducing security risks and ensuring compliance with industry standards. Achieved a **10% increase** in users adopting additional login methods within 6 months.
- Drove a large-scale migration initiative (200+ issues within Trust team), transitioning services from Rest.li to gRPC and onboarding all partner teams onto LinkedIn's latest Foundations platform, enhancing scalability, performance, and cross-team alignment.
- Engaged with stakeholders to define KPIs, optimize execution timelines, and ensure transparency in program-level reporting and metrics for the account access and login team.

Program Manager | Exxat Systems Pvt. Ltd.

June 2022 – June 2024

- **Directed product initiatives** to develop utility tools for B2B SaaS EdTech product, streamlining processes for both customers and operations teams to manage user data, payments, RBAC, and lookups used by 400+ institutions and 150K+ active users.
- Developed and executed a product roadmap focused on payment reconciliation and license visibility, **reducing payment leakages by 15%** and streamlining the user experience for contract management.
- Oversaw the development and implementation of **3rd party integrations**. Enhanced client satisfaction by significantly reducing student onboarding times to near real-time.
- Developed solutions **eliminating 100% of support team's backend interactions**, ensuring zero errors and enhancing data security and operational efficiency.
- Spearheaded API-based migration development, **halving migration time**, reducing errors by 80%, and drastically decreasing migration-related ticket volumes by 95%.
- Spearheaded **PI planning implementation**, optimizing project management, and fostering cross-functional collaboration. Defined product KPIs and tracked measurable results and ensuring alignment with business objectives.
- Introduced **Pendo for advanced data analytics**, elevating roadmap development, capturing valuable user feedback, and enhancing NPS metrics. This positively impacted user experience and increased NPS by 11 points YoY.

Program Manager | Eaton India Innovation Center

Jan 2021 – May 2022

- Oversaw a program of **3 New Product projects** for Eaton's Electrical Division. Collaborated with a cross-functional team of over 30 members to deliver successful product launches.
- Managed P&L for a \$3.5M+ product portfolio in mature year sales, ensuring on-time, on-budget delivery within a \$400K budget.
- Built a custom VBA risk analysis tool, improving decision-making and saving the company \$45K in licensing costs.

Engineer | Eaton India Innovation Center

Aug 2017 – Dec 2020

- Led design, qualification, and cross-functional optimization of complex Wing & Nacelle Systems on the MA700 Aircraft, reducing cost, weight, and improving production efficiency.
- Streamlined pre- and post-processing workflows with Python-based automation tools, cutting turnaround time by 85%.
- Applied DFSS Green Belt expertise to the MOSFET clip-on 6.6kW OBC project, ensuring exceptional product quality (Cpk>2).

EDUCATION

Master of Business Administration| IIM Ahmedabad

Sep 2024 – Aug 2026

- Blended post graduate program in management.

B.Tech & M.Tech in Aerospace Engineering| IIT Madras

June 2012 – July 2017

- Minor in Applied Engineering, developed an affordable braille reader with user-centric design, costing 90% less
- Exchange Program at Hanyang University (Seoul-Korea), completing **Strategic Management** coursework with a GPA of 9
- **Internship** at IndusInd Bank as **Data Analyst** during May-July 2015. Established statistical correlation **predicting customer behavior** towards next purchase

ACHIEVEMENTS, SKILLS & CERTIFICATIONS

- **Achievements:** Received two 'Outstanding Awards' for contributions to A320 and MA700 programs. Won 'Best Prototype Award' at Eaton's hackathon for an Aircraft shimming solution.
- **Certifications:** Project Management Professional (PMP), Certified ScrumMaster (CSM), Chartered Financial Analyst (CFA) Level 2, Design for Six Sigma Green Belt
- **Competencies:** Product Strategy, Roadmap Development, Agile Methodologies, User Research, Stakeholder Management, Data-Driven Decision-Making, A/B Testing, Cross-Functional Collaboration

OTHER INTERESTS

- Contract Bridge: IITM team captain, Deans Trophy Gold Medalist. Trekking: Completed 2 Himalayan treks.
- Volunteering & Mentoring : Participated in multiple CSR activities at Eaton and Mentored students of COEP