**Bhavesh Goyal**



**SUMMARY**

* **New Product Introduction (NPI) from Idea to Market**- Led development of multiple products (Smart Cars, Alexa Mobile, Amazon Retail, Finance, Construction etc.) through concept, feasibility, development, qualification and launch over 8+ years.
* **Product Management** –Defined user stories and translated into requirements for engineering teams. Led product feature prioritization and drafted associated short/long term roadmaps. Led several focus groups & POC’s with initial customers.
* **Customer Evangelist & Cross Functional Leader** - Enthusiast for leading innovation driven by customer insights. Leading and motivating cross functional teams to surpass organizational goals for Fortune 200 corporations.

**PROFESSIONAL EXPERIENCE**

**Staff Software Engineer (Interim Product Manager) | Visa Technologies,** Foster City **Apr’23-Present**

* Drove roadmap planning, product requirements and execution for an end to end solution to address tax fraud targeted in South America; enabling 100% compliance for transactions through Visa platform and leading to $XXM revenue gain
* Analyzed transaction data from key global markets to identify key pain points regarding accounting compliance, transaction integrity and tax implications. Prioritized key pain points and implemented solutions to address all key pain points.
* Led XFN team of over 25 associates and directed cross functional activities for successful product outcomes and accomplishment of 100% on time key driver goals
* Led communication with key stakeholders across the organization, including senior leadership, to keep them informed of the product's progress, surface blockers and quickly seek support to unblock team; launching 3 months ahead of schedule
* Spearheaded an agile transition for the product team, reducing delivery timelines by 25%

**Lead Product Engineer / Product Manager | Amazon (Smart Vehicles),** Sunnyvale  **Jun’21 – Mar’23**

* Owned overall software quality for Alexa Auto in Amazon Smart Vehicles (ASV), enabling the Alexa ecosystem across high-profile automotive brands, including Maserati, Jeep, BMW, and Rivian; successfully fulfilling $XXXM contracts
* Led x-organizational initiatives for key features such as navigation, communication, and contacts, collaborating directly with customers like Stellantis to ensure successful MVP and GA launches, positively impacting millions of end users
* Led the end-to-end product lifecycle for a voice-enabled navigation feature, communication etc. and achieved an increase in user engagement by 7%
* Conducted UXR to identify pain points in voice-assisted navigation and scoped technical requirements for Alexa integration with automotive hardware, ensuring seamless connectivity resulting in a feature set that improved usability ratings by 35%
* Collaborated with OEM partners to implement organization wide initiative of Zero Touch Setup (ZTS) that triggers multiple test sets in parallel on multiple simulators for automated testing; significantly reducing testing time by ~50%

**Lead Product Engineer / Product Manager | Amazon (Alexa Mobile Experiences),** Santa Cruz **Mar’19 – Jun’21**

* Drove key feature development (Multi device setup, Theming, Hunches and Suggestions etc.) by synthesizing insights from user focus groups and surveys, leading to incremental engagement by 8%
* Created and executed several test plans for multiple feature launches in the Alexa app (iOS and Android) leading to superior user experience and wider user adoption; resulting in more than 128% improvement of Alexa app rating (from 2.1 to 4.8)
* Developed Appium scripts with Python for UI automation of Alexa Mobile App using Cucumber Espresso (Android) & XCUITest (iOS) driving improvements in product quality by identifying more bugs & reduction in testing time by over 30%
* Created processes to efficiently identify, triage, monitor and resolve defects leading to ~15% reduction in time to launch
* Interviewed, onboarded and mentored several engineers for a critical project leading to on-time launch

**Software Engineer | Fieldwire,** San Francisco  **Jan’18 – Mar ‘19**

* Spearheaded the development and execution of end-to-end testing strategies, reducing production defects by 30% and improving product reliability for 1M+ monthly active users
* Collaborated with product managers and developers to identify and resolve critical issues in the construction management platform, improving customer satisfaction scores by 20%

**Software Engineer | Trismax Inc,** Pleasanton **Apr’17 – Jan’18**

* Automated 75% of regression test cases using tools like Selenium and Cypress, cutting testing cycles by 40% and enabling faster release cadence for various Learning Management System websites designed for Apple Inc

**Software Engineer | Western Union Digital,** San Francisco **Nov’16 – Feb’17**

* Collaborated with cross-functional teams to redesign the email notification system, ensuring 100% compliance with global transaction notifications

**Software Engineer (Multiple roles) | India Mar’12 – Dec’14**

* Developed & executed comprehensive test strategies, reducing production defects by 40% & ensuring ~90% product reliability

**EDUCATION:**

Master of Computer Science and Engineering | Santa Clara University, Santa Clara **Jan’15 - Jun’16**

Master of Business Administration | ICFAI Business School, Hyderabad, India **Jul’10 - Mar’12**

Bachelor of Engineering (Computer Engineering) | MDU, Gurgaon, India **May’06 - Jun’10**

**SKILLS:**

Growth Strategies (A/B Testing), Customer empathy, Ownership mentality, Strategic problem solving, Data driven decision making (SQL, Python, Amplitude, Tableau), Cross functional alignment, Relationship building, Project management (Agile, Scrum, Kanban), User-centric design (Prototyping using Figma)