

Bhushan Waghmare

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PROFILE



EXPERIENCE

[Project gallery](#) (← Clickable).

BrightCHAMPS

Jan 2022 - Bengaluru, IN

Senior Program Manager

Leading transformation of Academic functions across Product and experience for the EdTech valued at \$650 Mn.

- **Production:** Developed research and production assembly for the program, Robotics for Kids, designed 30+ STEM curriculum courses aligning CCSS format, **boosting overall platform engagement by 40%**.
- **Swift Launch to Rapid PMF:** Launched the vertical within 3 months, achieving **PMF at \$360k ARR** by 4th month of launch.
- **Team Efficiency:** Structured remote developers team, optimizing curriculum development & LMS **costs by 30%**.
- **Training:** Streamlined recruiting process and conducted efficiency training for onboarding agents, leading to a **40% quicker** onboarding time.
- **Customer Success:** Engineered a real-time chatbot delivering agent, improved **CSAT to 4.60** from **3.27** via product-focused solutioning of high-frequency customer tickets.
- **Growth Initiatives:** Led B2B curriculum integration campaigns and summer camp programs, **~1.8x conversion** rates and expanding GTM.

Program Manager

Led Optimization in processes and features to create impactful educational experiences.

- **Refunds & Retention:** reduced **operating burn by 13%**, by optimizing **refunds by 88%** via policy, process and team revamp.
- **Feature Launch:** Shipped three curriculum-integrated platform features within five months, resulting in a **20% uplift in engagement metrics**.
- **Quality Delivery:** maintained **10% higher user engagement** vs other subjects via improved churn, refunds & consumptions.
- **Team Building:** hired 250+ Teachers for the 4-level org structure and maintained voluntary **attrition rate < 8%**.
- **Management:** Cross functioned with a diverse set of teams - curriculum, operations, hiring, training & supply chain.

Glitter Technology Ventures

Oct 2020 - Dec 2021, Nagpur, IN

Management Analyst, User Experience Team

Designed Town-Blast app user experience, driving significant operations and business growth.

- **User Experience:** Led the revamping of the TownBlast app's UI, driving an 18% improvement on sales conversion.
- **Behavioral Analytics:** Conducted A/B testing and user research to identify key engagement factors, increasing average session duration by 25%.
- **Team Coordination:** Led business compliance, accounting, finance, and product design; assisted in supplier.

Project

Jan 2020 - Pune, IN

Ride Assure

An app that announces "May-Day" to loved ones and nearest hospitals in the event of a sudden Vehicle deviation or crash.

- **Role:** Lead Designer and Concept stack Flow.



SKILLS

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| <ul style="list-style-type: none">• Product Strategy• Project Leadership• Stakeholder Management• Data Analytics, SQL | <ul style="list-style-type: none">• Python, SQL, LLM Frameworks• Generative A.I , Prompt Engineering• Zapier Automation Development• Scrum, Agile rapid development• E-Learning development / Technical Writing |
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EDUCATION

Sinhgad Institute of Management, Pune
Sindhu Mahavidalya, Nagpur

Masters in Computer Application
Bachelor of Science



ADDITIONAL

Creative: keep meetings interesting – Bringing creativity to meetings & presentations.

Researcher: a naturally curious mind– open to new domains and technology .

Hobbies: a DIY-er at heart – enjoys building, experimenting and automating processes.