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Sagar Khachane

SENIOR PRODUCT ENGINEER

SUMMARY

Sophisticated **7.5 years** of total technical experience with 1.5 year in Product Architecting and management. Specialised in **Product Planning, IT System Architecture, Change and Incident management (ITIL)**. Functioned in roles such as Assistant manager- **OTT Product, Sr SysOps Engineer, System Architect** for streamlining corporate communication processes and conceptualising **product campaigns** to elevate **revenue & drive visibility**.

PRODUCT SKILLS

1. Drive Product Strategy
2. Product Lifecycle
3. Product Backlog
4. Cross team product Stakeholder
5. Conversion Funnel Optimisation
6. Idea Validation A/B Testing

TECHNICAL SKILLS

- Git
- Linux
- Linux-Puppet - Config Management
- AWS Cloud
- Jenkins
- Grafana
- Zabbix
- Jira
- Agile Methodology
- Scrum management
- ITIL (Incident and change Mgmt)

CERTIFICATIONS

- **HelloPM**- HelloPM Immersive Product Management and Growth Program
- **SCRUM** - Certified scrum master from premier Agile - ID- 001047932
- **AWS** - Certified AWS practitioner from AWS - ID- DBS94D0CQNEE1T53
- **Simplilearn** - Certified DevOps Practitioner

LANGUAGES

- **ENGLISH**
- **HINDI**
- **MARATHI**

PROFESSIONAL EXPERIENCE

Senior Product Engineer

Dec '21 - Present

Constant Contact | In India Aeries tech

An end-to-end e-mails marketing solutions provider, with an employee base of 3k+ professionals in USA and in India

Leadership & Product Strategy -

- Worked with **Compliance, Security, and System teams** for separation of whole Data Center of **1000+ servers** under **TSA (transition level)agreement** while Demerging Constant Contact from Newfold Digital Company.
- Defined **strategic roadmap for our subscription offering**. improved subscription rates by **30%** by improving customer communication & introducing in-app nudges
- Streamlined **operational and Tech inefficiencies**, ensuring best-in-class email marketing product offerings with a **90%+ success rate**
- Being Involved with **Dev and systems** teams in **90 and 14 days of Scrum Planning** for finalizing the product roadmap

Technical Work -

- Engaged In decommissioning & kickstarting **500+ Cassandra DB hosts** and other application servers during the de-merging of the company
- Conducting extensive **market research** to gain insights into consumer behavior for building a robust brand image
- Involved in the Expansion of the technical team of **Systems and Network in India from 7 to 80+ employees**
- Helped in Troubleshooting **Sev1 and Sev2 Production issues** from the Infra side and actively participated in **RCA Meetings**
- Created some automated scripts for fetching **DAU/MAU reports**, also Worked on **DevOps tools like Github, Jenkins, and puppet**

Product Engineer

Jan '19 - Dec '21

Endurance International Group (India) Pvt. Ltd. | formerly Directi Pvt. Ltd.

An end-to-end web development and web domain marketing solutions provider, with an employee base of 3k+ professionals in USA and in India

- Engaged In various **email marketing products** as a part of the Product team for USA's biggest Brand ConstantContact to deliver a complete suite of email marketing.
- Responsible for Managing the whole operations of the infrastructure of Constant Contact Brand from India using **Agile and ITIL processes**.
- Implementing the product analytics system improved product usability across environments **by 30%**.
- Worked with the development and data center team to optimize the Agile process, which helped gain **99.99% of SLAs**.
- Well-versed in **Troubleshooting** technical problems on **Linux Servers (centos 6 onwards)**.

Assistance Manager (OTT Products)

Oct '16 - Jan '19

Reliance Industries Ltd | Navi Mumbai

The company has long range of OTT media applications with employee base 50K .

- Responsible for **driving Production/non-prod/SIT/Dev environments** for **Jio OTT Applications like CDN, Jio Settings, and Jio Games**
- led the technical team of **7** during the expansion of **CDN (Content Delivery Network)** Sites from **6 to 15+ sites in India** also Handled **200+ customers'** technical queries and constantly attained a Customer Satisfaction score of **85%**.

Software Engineer)

Dec '14 - Oct '16

ASM Technologies Ltd | now Alten Calsoft labs

A service provider company for many MNCs

- Responsible for **driving Production/non-prod/SIT/Dev environments** for **Jio OTT Applications like CDN, Jio Settings, and Jio Games**
- **Monitoring/configuration** of various tools like **HP Site Scope Zabbix, and Nagios** for application KPI.

EDUCATION

B.E(Computer Engineering)

Jun '10 - Jun '14

North Maharashtra university (Agrade) | First Class (67%)

Project - Unprivileged Black Box Detection of user space key logger (IEEE-2009 paper)