

Himanshu Ajmera

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Proven Product Leader in Data Analytics Technologies. Moved the needle at Axon, and Cloudera. Specializing in disruptive innovation and data-driven strategies on core product teams.

Experience

Axon Enterprise, Seattle, WA

Senior Technical Product Manager, Core Platform Team April 2023 – Present

- Defined product vision, and strategy to launch Unified Data Analytics Platform which provides valuable insights to 6000+ law enforcement agencies and key information internally to drive Axon's product metrics
- Delivered 99.99% availability to core services like Audit and Ingestion, responsible for ingesting 10PB of data monthly.
- Reduced infrastructure costs by 30% by optimizing resource allocation and leveraging the scalability of the Kubernetes-based environment

Cloudera, San Jose, CA

Technical Product Manager, Innovation Accelerator Team May 2022 - December 2022

- Launched multiple open-source connectors with 150+ monthly downloads to integrate tool like dbt with Hive & Spark:
 - Built a self-serving data transformation platform that enabled independent data modeling and analytics for over 1100 customers
 - Delivered modern data stack tools for 800+ On-Prem and 200+ public cloud customers with YARN and Kubernetes-based deployments
 - Created valuable content (e.g. blog posts, videos, infographics) to educate, engage & assist users, increased community engagement by 91%, & reduced tier-2 support tickets by 73%
- Implemented instrumentation & telemetry to multiple products, enabling product analytics - identified product performance issues and reduced latency to 5 min. (down from 40 min.)
- Partnered with the sales team to execute customer development exercises, resulting in 35+ new customers being onboarded within 8 months
- Conducted user interviews of data practitioners & analyzed behavioral data for product prioritization, resulting in the implementation of features that increased the adoption by 54%

Fifth Third Bank, Cincinnati, OH

Product Manager, Digital Innovation Team August 2019 - May 2022

- Produced roadmap for Jeanie, the virtual banker available 24x7 for customers at 15 different channels and banking interactions. Jeanie is expected to assist millions of customers annually:
 - Evaluated 21+ conversational AI solutions, trained Google DialogFlow virtual agent, demonstrated the capabilities and business value to leadership, and successfully obtained \$2.5 million in funding for implementation
 - Enhanced NLU capabilities resulted in a 40% incoming call reduction at the operation center
 - Collaborated with the Authentication and Authorization team, and solution architects to complete the RFP evaluation and to integrate OAuth v.2 within Jeanie, enabling secure banking
- Owned ground-up development and launch of Customer Feedback self-serving reporting solution, utilized machine learning algorithms and tools like Tableau, optimized manual processes by up to 40 hours, and helped 20+ stakeholders including multiple LOBs, and agile squads across the enterprise with product planning and prioritization
- Analyzed over 75K rows of data from the Dobot savings app using NLP techniques to answer business questions about popular goals categories and frequency of deposits, the app is available to 4MM+ users

University of Cincinnati, Cincinnati, OH

Business Analyst, Simulation Lab August 2019 - May 2022

- Led the development of the Asset Management library with 6 categories of 3d-models and programming assets that contributed to increasing the overall team efficiency on JIRA by over 28% in 4 months
- Built business intelligence reports to assist leadership with purchase decisions for the University's Learning Management System, and reduced manual reporting work by 7 hours weekly
- Set up Google Analytics dashboards to identify AR/VR application features that correlated with consumer attrition, leading to optimizing deployment across 8+ locations in the University

Education

University of Cincinnati, Cincinnati, OH — **MS in Information Technology**, 2019

Rajiv Gandhi Proudlyogiki Vishvidyalaya, Bhopal, India — **BE in Information Technology**, 2017