

ABHINAV KISHORE

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PROFESSIONAL SUMMARY

Senior Analytics Consulting Professional with 10+ years of experience delivering data-driven solutions for Fortune 500 companies. **STEM MBA** with expertise in account management, business development, client relationships, and leading cross-functional global teams. Skilled in engaging C-level executives to define business challenges, develop innovative analytics strategies, and drive account growth through high-impact solutions.

SKILLS

Specialties: Strategic Account Management, Business Development, Consultative B2B Selling, Developing Go-To-Market Strategy, Data Analytics & Machine Learning, Advanced Analytics Solutions & Proposal Development, Strategic Planning, Negotiation, and Executive Presentation Skills.

Leadership: Cultivating High-Performance & Cross-Functional Global Teams, Proactive Organizational Change Management, Prioritization & Crisis Management, Recruiting & Training, People Management, Superior Problem-Solving Skills, Persuasion and Strong Organizational Skills.

Technologies: SQL; Visualization (Tableau, Looker); Tools (MS Office Suite, Jira, GitHub, Alteryx, Aha, Domo, etc.); Familiar with R and Python.

ANALYTICS CONSULTING AND TECHNOLOGY LEADERSHIP EXPERIENCE

LatentView Analytics, CA, USA

(07/23 – Present)

LatentView, a publicly traded leading pure-play data analytics and AI consulting firm serving numerous Fortune 500 clients across industries.

Product Innovation and Growth Leader, San Jose, CA, USA

- ♦ Partnered with analytics teams of leading businesses to design and deliver high-impact analytics solutions, addressing business challenges in product development, marketing strategies, and customer insights to drive innovation in the tech and retail sectors.
- ♦ Led global, cross-functional teams to translate complex data into actionable insights using data engineering, machine learning algorithms, problem-solving, and visualization techniques, supporting informed decision-making and strategic business planning.
- ♦ Managed key client relationships and fostered strategic partnerships by co-creating strategies and customized solutions with clients, engaging with C-level and VP/Director-level stakeholders, and driving account growth through effective account management.
- ♦ Monitored customer, market, and competitor activity to shape go-to-market strategies; acted as a key stakeholder in proposal creation and deal pursuits; and demonstrated leadership, problem-solving, and people management skills to drive business development and account expansion.

Five9, Summer Intern, San Ramon, CA

(06/22 – 09/22)

Leading provider of cloud-based contact center solutions, offering AI-powered customer engagement tools to over 2,000 clients worldwide

Senior Product Manager

- ♦ Developed a customer journey orchestration algorithm within the CCaaS framework for next-best experiences, real-time measurement of customer effort scores via multi-channel data stitching, enabling advanced call routing strategies & workforce allocation in contact centers.
- ♦ Redesigned and modernized the UI localization tools and processes in collaboration with product management, vendors, engineering, and architecture teams across all the products, resulting in a 200% SLA improvement and 30% cost reduction in localization efforts.
- ♦ Refined and structured Beta testing process for efficient customer recruitment, feedback management & reporting, and feature prioritization.

Mu Sigma Inc., Bengaluru, India & Shenzhen, China

(07/14 – 08/21)

Leading pure play Machine Learning & Artificial Intelligence Consulting firm with 3500+ data scientists serving 140 Fortune-500 clients.

Senior Data Science Consultant & Operational Owner, Bengaluru, India

(03/20 – 08/21)

- ♦ Managed a team of 100+ concurrently for a portfolio of Retail, E-commerce, Tech, and CPG clients for Machine Learning & Analytical products.
- ♦ Revitalized assortment product *by integrating artificial intelligence*; boosting revenue by 2%, customers by 5%, and item productivity by 15%.
- ♦ Devised GTM strategy to monetize data of 20M+ consumers; launched a consumer insight SaaS platform for brands; increased spend by \$2M.
- ♦ Produced sustainable revenue growth for my managed accounts over the years [2020: +15% YoY on \$20M, 2019: +20% YoY on \$5M].
- ♦ Trained and Mentored 500+ employees across topics such as Analytical Roadmap creation, Art of Problem Solving, Product Management, Statistical Techniques, and communication strategies with Fortune-500 leaders as a Mentor for Mu Sigma University.

Account Manager, Shenzhen, China

(03/18 – 02/20)

- ♦ Felicitated by **CTO Walmart China** as **Excellent Supplier of the Year (2019)** for outstanding performance in advanced Machine Learning products used by 500+ users across 30 locations, generating potential benefits of ~\$100M and savings of ~80K man-hours/year.
- ♦ Launched Mu Sigma Shenzhen delivery center; hired and trained 15 data scientists to build a strong foundation in China [*5M recurring revenue*].
- ♦ Product owner of data-driven virtual 3D layout platform for a 400-member merchandising team, enabling AI assisted assortment and product placement decisions across 300+ categories for 400 retail stores, saving ~50K man-hours and ~\$800K in rental space annually.
- ♦ Launched an MVP for an HR Analytics product within 4 months for a ~100K employee organization, enhancing quarterly compliance by 5%.

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Engagement Manager & On-Site Lead (*Fast-track promotion offered to 1% of candidates*), Shenzhen, China (09/17 – 02/18)

- ♦ Secured \$1.5M in funding from technology leadership by crafting and presenting a product roadmap as a Founding Member of Mu Sigma China.
- ♦ Product owner of an AI and ML driven Customer Relationship & Lifecycle Management SaaS platform, boosting customer retention by 2%.
- ♦ Enhanced purchase cycle by 4 days and revenue by \$50M using Machine Learning for personalization, recommendation, & measurement engine.
- ♦ Led a 30-member product team in centralizing & automating reports (covering 95% of organizational needs), saving ~3K man-hours annually.

Senior Data Scientist, Bengaluru, India (01/16 – 09/17)

- ♦ Devised and implemented a grocery store launch framework, generating \$15M in additional annual revenue and attracting 300K new customers.
- ♦ Automated a platform to report KPIs (adoption, engagement, retention, satisfaction, and activity monitoring) for a retailer with 100M+ consumers.
- ♦ Strengthened marketing attribution models with Data Science & Engineering solutions, resulting in a 15% increase in Return on Ad Spends.
- ♦ Built statistical models to support marketing campaigns for a Fortune 500 client, leading to a 8% increase in campaign effectiveness

Data Scientist, Bengaluru, India (07/14 – 01/16)

- ♦ Member, Mu Sigma CapCom; selected among 10 candidates to represent 50+ team members for Capsule Communicator initiative in which companies' current and potential future leaders discussed operation, fulfillment, and growth strategies
- ♦ Led a 5-member team to analyze and optimize visitors' journey on an eCommerce website to improve sales conversion rate by 0.3%
- ♦ Developed predictive analytics models for eCommerce sales during holiday and Black Friday periods, resulting in a 20% improvement in demand forecasting accuracy, helping the client optimize inventory levels and reduce stockouts during peak sales.

Mech Junction, Co-Founder & COO, Vellore, India (08/11 – 06/14)

- ♦ Directed operations and finance functions for skill development programs in engineering, technology, and management sciences across India.
- ♦ Mech Junction trained over 10,000 students through multiple tech events, internship & training programs, workshops, and seminars.

PROFESSIONAL AWARDS & HONORS

- ♦ **Excellent Supplier of the Year (2019)** – Felicitated by **CTO Walmart** China for outstanding performance in advanced Machine Learning products used by 500+ users across 30 locations, generating potential benefits of ~\$100M and savings of ~80K man-hours/year.
- ♦ **Impact Award (2018)** – Mu Sigma; recognized among the top 1% for pivotal contributions to China region expansion.
- ♦ **Impact Award (2017)** – Mu Sigma; awarded for exceeding client expectations in project delivery for US retail and e-commerce projects.
- ♦ **Spot Award (2017)** – Mu Sigma; awarded to top 10% for enhancing client relationships.
- ♦ **Youngest Onsite Lead (2017)** – Selected among 500 candidates to lead an international project valued at \$700K.
- ♦ **Spot Award (2015)** – Mu Sigma; recognized among top 10% for leading successful customer-centric assortment optimization.
- ♦ **Mu Sigma CapCom (2015)** – Selected among 10 candidates to represent over 50 team members in strategic initiatives.

EDUCATION & CERTIFICATION

Master of Business Administration, (STEM), Emphases: Technology Management & Business Analytics

University of California Davis, Graduate School of Management, 2023 | GPA: 3.97/4.00

- ♦ **Technology Immersion Fellowship** (\$82,000)—for outstanding achievements and potential for leadership in technology innovation.
- ♦ **Teaching Assistant**: Data Visualization and Machine Learning courses in the Master of Business Analytics program. (09/21 – 06/22)
- ♦ **Project Lead (IMP Fellow)** – for **GE Digital's** Aviation Sustainability Software Go-to-Market Strategy & Positioning. (09/22 – 12/22)
- ♦ **Leadership**: Product Management Club, Entrepreneurship & Innovation Association, and Women in Leadership Davis Chapter

Awards

- ♦ **Stephen G. and Shelley A. Newberry Distinguished Fellowship for Leadership** (\$13,000)—the highest honor awarded by UC Davis for exceptional leadership in academics, community, and professional career.
- ♦ **GSM Academic Excellence Award in honor of Jerome J. and Helen S. Suran for 2022-23**—recognizing academic excellence and leadership.

Bachelor of Technology, Mechanical Engineering

Vellore Institute of Technology (Premier Engineering College in India), 2014 | GPA: 9.05/10.00 – Top 5% in class of 450

- ♦ Secretary ASME: Established the American Society of Mechanical Engineers chapter at VIT and organized 5+ national-level technical events

COMMUNITY LEADERSHIP EXPERIENCE

Co-Founder & Mentor, Motive8 Trust: Focusing on sexual and reproductive health, early childcare, elementary education, nutrition, digital awareness, sustainable agriculture, and adoption of solar energy; directly benefiting 10,000+ students and 3000+ farmers. (12/19 – Present)

Campaign Director, Men 4 Menstruation: Lead one of India's key campaigns to ensure menstrual hygiene management. (03/20 – 9/21)

Project Lead, Parivartan: Trained 1000+ people in community mobilization and health, an initiative by Bill & Melinda Gates Foundation. (2012)