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SHRISHA RADHAKRISHNA

SUMMARY

Innovative and passionate leader with a blend of strong technical & product skills in the areas of consumer internet, computational linguistics, semantic search, telecommunications and enterprise Operational Support Systems. Proven track record of delivering solutions that support and drive business strategies.

EXPERIENCE

Jan 2007–Present

BooRah

Director, Engineering (Architect, Coder, All-round Geek)

Responsible for all aspects of engineering; reported to CTO

- Designed & developed patent pending web crawler optimized for traversing, and extracting content from, web-pages relevant to local businesses. Technology: J2EE
- Designed & developed patent pending Natural Language Processing based sentiment analysis engine capable of identifying negative sentiments (Boo's) and positive sentiments (Rah's) in user-generated content (reviews, blogs, etc). The platform heavily extends open-source computational linguistic tools & employs a plug-n-play ontology interface to enable quick extension to various local search categories.
- Developed a highly scalable and high-performance search stack to support consumer queries across ~ 2.5 Million user reviews, hundreds of thousands of business attributes, and ~ 25 Million sentiment tuples. Technology: J2EE, Sphinx indexer/Search, MySQL
- Architected & developed BooRah.com, a restaurant search destination site showcasing BooRah's crawler and sentiment analyzer. Built on open-source infrastructure, minimal hardware, & the J2EE stack, site handles ~ 1 Million monthly unique visitors & supports 120K (and growing) mobile users.
- Won first place in Yahoo!'s Open Search Initiative – SearchMonkey competition. BooRah's application annotated Yahoo! Search results with rich semantic data.

Jan 2006–Dec 2007

Covad Communications

Senior Product Manager, VoIP Services

- Launched a VoIP service with estimated annual revenue of ~ \$20 M into the Small & Medium Business market segment. Responsible for the ideation, design, development, beta, launch readiness stages in addition to P&L. Evaluated competition, modeled customer and internal ROI, defined value proposition, specified pricing and wrote customer and

channel partner collateral.

- Formed and energized a cross-departmental SWAT team to isolate, troubleshoot, and rectify problems in the VoIP network, software systems, Installation/Operational processes, and various other customer touch points.
- Instrumental in assuring favorable Service Level Agreements in contract negotiations with a voice network partner.
- Developed a regional pricing program that increased T1 revenue by 20% in profitable areas of the Covad footprint. Analyzed loop cost data and modeled Line Economics to support pricing decisions.

2004–Dec 2005 Covad Communications

San Jose, CA

Senior Engineering Manager

- Lead and managed a team of 55 software engineers. Architected, designed, and developed enterprise-class, high-volume transactional systems to support order-entry, order-management, work-force management, and trouble-ticket management of broadband orders.
- Lead team that developed first-in-class order-entry system to automate booking of complex multi-site enterprise VoIP orders.
- Lead teams that designed & developed the software back-office for the Line Powered Voice product. LPV, with a potential 80 million marketable homes, was launched in record time primarily due to the three parallel SCRUM teams that managed Ordering, Fulfillment, and Billing.
- Influential in setting internal standards, guidelines, and policies that improved software delivery metrics.
- Took leadership role in a cross-functional team to assess business priorities in the areas of Customer Relationship Management and Customer Support.
- Involved in a consulting capacity in efforts toward re-aligning software departments within the company to better achieve realization of operational requirements.
- Drove adoption of SCRUM methodology in the software organization
- Visited offshore partners in China and India to analyze deficiencies, train and energize engineering teams, and spread best practices.

2003–2004 Effigent Inc.

San Jose, CA

Software Consultant & Strategy Advisor

- Lead the delivery team of a Walt Disney project and ensured on-time deployment, & customer readiness. The project paved the way for future projects with Disney.
- Lead a team of 20 off-shore engineers in delivering components of a small-business ERP solution on the Apple platform.
- Co-chaired discussions, along with Apple, with the Department of

Finance, CA. in an attempt to convince the department to make the switch to Apple based solutions. The series of discussions lead to a strengthened relationship between Apple and Effigent.

1999–2004 Covad Communications San Jose, CA

Senior Software Engineer

- Member of the core team that designed the first-in-class B2B ordering system (xLink) for COVAD. Paved the way for Covad setting the high standards for DSL install intervals and fulfillment automation.
- Lead cross-functional teams that enabled integration of numerous wholesale partners via the B2B ordering platform
- Part of the implementation team that rolled out the now ubiquitous line-sharing, and self-install line of DSL broadband products
- Experience in trend analysis (via data mining, data analysis) – helped reduce churn significantly (~ 1.5%) by fine-tuning COVAD’s pre-qualification algorithm and move-order processes.
- Designed/developed customized DSL ordering portals for AT&T and MCI. Created a customization framework for future partner portals.
- Took leadership role in assessing system and business impact of integrating a to-be-acquired VoIP company’s product assets into COVAD’s OSS

EDUCATION

1995–1999 Bangalore University Bangalore, India

Bachelor of Engineering, Information Science

- Graduated with Honors.

SKILLS

- Well versed in usage, and extension of, various computational linguistic tools
- People management
- J2EE, Service Oriented Architecture design & implementation, UML, Clustered & scalable web-farm development & deployment, application & database performance optimization, Oracle (including spatial databases), MySQL
- Open/Social Web Standards: OpenID, OAuth, Facebook Connect, XMPP
- ROI models, P&L Models, Requirements documentation (PRD, MRD, SRD), use-case models

REFERENCES

Available Upon Request