Manish Kumar

Product Manager | AI Ethics and Policy | University of California Berkeley

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A compassionate consultant with three years of experience in building scalable software and personal insight into the impact of technology on social change, analyzing complex relationships at the intersection of computer science, sociology, and business currently pursuing Masters of Information Management and Systems at UC Berkeley.

EDUCATION

University of California, Berkeley   **Aug 2023 - May 2025**

Master of Information Management and Systems

Relevant Coursework: Lean and Agile Product Management, Product Design Studio, Politics of Information, Privacy Engineering, Social Entrepreneurship, Information Law And Policy, Cybersecurity Working Group, Designing Algorithmic Media, Tech And Public Policy

PES Institute of Technology, Bengaluru   **2016 - 2020**

Information Science and Engineering

Relevant Coursework: Software Engineering, Database Management, Web Technology, Big Data & Analytics, Machine Learning, Cyber Security

PROJECTS

Product Management, UI/UX Project: Incentivise Reading • World Reader, UC Berkeley   **Aug 2023 - Dec 2023**

- Product and User Research: Interviewed 10 target customers, identified and addressed key pain points to incentivise reading for the users, and streamlined user interface design using information from adjacency analysis resulting in a 25x increase in reading habits for the users.
- Product Release for presented user stories, interface figma mockups and clear product roadmap to leadership, resulting in the implementation of 4 product recommendations.

AI Ethics: Caste-Based Bias in AI Algorithms • UC Berkeley   **Sep 2023 - Present**

- Investigate the role of recommender systems in AI in perpetuating the caste system's historical biases among 1.2B Indian users.
- Conduct user research to identify and evaluate for potential harmful bias in Big Data, Natural Language Processing, Deep Learning, Classification, GANS, Generative AI and LLMs.

Algorithmic Bias: Language is Leaving Me • ThoughtWorks Arts   **Jul 2022 - May 2023**

A mixed reality performance project focusing on AI, computer vision, sound, biometrics and epigenetics, or inherited traumatic memories of cultures of the diaspora to render visually and study the revealing biases and flaws in multiple linguistic scripts like Yiddish, Mandarin, Tamil, and Xhosa.

WORK EXPERIENCE

Consultant | Thoughtworks   **Aug 2021 – Jul 2023**

Appointment Booking System for Health365 app | Jan 2023 - Jul 2023

- Built the full-stack app and website for a Singapore government-backed appointment booking system that increased engagement by 17%.
- Collaboration with the business analyst in user research to define the requirements and write detailed user stories for continuous delivery.
- Aligned business vision across multiple stakeholders through early engagement and feedback loops, which sped up agile change management turnaround time by 1.5 sprints (21 days).

Point of Sales Application | Oct 2021 - Dec 2022

- Developed an application for paperless PoS machines onboarding for Indian MSMEs (Micro, Small & Medium Enterprises) which resulted in 33% YoY growth by transaction volume and 59% YoY growth by transaction value.
- Collaborated with the stakeholders and the design team to optimize user journeys for incremental releases.
- Conducted Root Cause Analysis to improve the development speed to mitigate recurring issues with team leads from 20+ teams.
- Identified code smells and adopted software engineering best practices which helped decrease the code merge time by 30%.

Analyst | Standard Chartered Bank GBS   **Sep 2020 – Jul 2021**

Creditmate Application | CCIB Client Coverage

- Developed an end-to-end credit initiation and approval processes application used by 20,000 corporate, commercial and institutional banking clients.
- Automated functional tests using Selenium and generated performance reports, streamlining the acceptance testing stage by eliminating manual tests.
- Facilitated agile ceremonies and worked on documentation that led to 40% faster onboarding of developers.

SKILLS & PROFICIENCY

CIPT: Currently preparing to be an IAPP CIPT (Certified Information Privacy Technologist)

Product: Market Analysis, Growth Experiments, Client Negotiation, Data Analytics, Statistical Modeling, UX Research

Agile: RCA, XP, SDLC, Clean Coding, Feedback, Test Driven Development, API Integration

Language & Frameworks: Java, JS, C++, Python, SQL, React, React Native, Spring, JPA, NodeJS, Jest, JUnit, Mockito, Selenium, MatLab

Tools: Jira, Confluence, Git, IntelliJ, VS Code, GoCD, Kubernetes, Kafka