

Bhushan waghmare

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PORTFOLIO

[Project gallery](#) (← Clickable)

WORK EXPERIENCE

BrightCHAMPS

Bangalore, IN

Product, R&D and Learning Experience

Jan 2022 - Present

Leading transformation of strategic functions, primarily across content and experience, for the EdTech valued at \$650 Mn

- **Swift Launch to Rapid PMF:** launched the vertical within 2 months; achieved **PMF at \$360k ARR** by the 4th month of launch
- **Operations:** reduced **ticket resolution costs by 52%** via the revamp of Q&A process, agent-level efficiency training & tracking
- **Curricula Development:** reduced curricula development **costs by ~30%** by improving the output tracking of remote developers
- **Kit & Supply Chain:** reduced **kit cost per class by 12%** via BOM-level optimization & geography expertise mapping of vendors
- **Customer Experience:** improved **CSAT to 4.65** from 4.27 via product-focussed solutioning of high-frequency customer issues.
- **Additional Initiatives:** evaluated **M&A** opportunities, helped close one; facilitated quarterly **planning** & cross-department projects

Program @ Brightchamps

Led R&D in Micro-Controllers, I/O, and IoT to create impactful educational experiences.

- **Refunds & Retention:** reduced **operating burn by 13%**, by optimizing **refunds by 88%** via policy, process, and team revamp
- **Scaling & Efficiency:** scaled to **\$1.85 Mn ARR** and achieved **positive cash flow** in 15 months with **\$215k total operating burn**
- **Fast-paced Protege:** scaled the only **non-acquired** vertical by **6x** in a year; currently **contributing 16%** to total business revenue
- **Quality Delivery:** maintained **10% higher student engagement** vs other subjects via improved churn, refunds, classes per month
- **Team Building:** hired **100+ FTEs** and 250+ Teachers for the **4-level org** structure and maintained voluntary **attrition rate < 5%**
- **Business Management:** managed a diverse set of **10 teams** - marketing, sales, operations, hiring & training, supply chain, etc.

Glitter Technology Ventures

Nagpur

Management Analyst, User Experience Team

Oct 2020 - Nov 2021

Designed TownBlast app's user experience, driving significant business growth.

- **User Experience :** Led the revamping of the TownBlast app's UI, driving an **18% improvement on sales** conversion.
- **Behavioral Analytics:** Conducted A/B testing and user research to identify key engagement factors, increasing **average session duration by 25%**.
- **Team Coordination:** Led business, compliance, IP, PR, accounting and finance, product design; assisted in supplier

EDUCATION

Sinhgad Institute of Management

Pune

Masters in Computer Application

Sindhu Mahavidalya, Nagpur

Nagpur

Bachelor of Science

SKILLS & INTERESTS

Management: Product Strategy, Project Leadership, Stakeholder Management, Data Analytics

TechSkills: • MERN / Flutter Stack Development, Generative AI, LLM Frameworks, Prompt Engineering, Scrum, Agile, Jira, Content / E-Learning development, Microsoft Office (Excel, Word, PowerPoint)

ADDITIONAL

Researcher: a naturally curious mind— loves to learn about new fields and technology .

Creative: keep meetings interesting – Bringing creativity to meeting presentations

Hobbies: DIY-er at heart – loves 3D printing and designing, laser cutting & engraving, tech that surprises.