Milind Kopikare

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# Objective

Train 1 million workers and professionals globally with skills needed in the new economy.

# Experience

**Adjunct Professor - University of Utah**

Jan 2020 to present

* Teach courses on Product Management and Product Innovation to MBA students at the University of Utah Eccles School of Business MBA program

**Product - SAP Qualtrics**

**VP and Head of Product - PX (Product Experience Management)**

July 2019 to Present

* Responsible for creating a new product line - Product Experience Management and growing it into a mainstream business for Qualtrics.
* Launched [Product Optimizer](https://www.qualtrics.com/core-xm/conjoint-analysis/) - a SaaS solution to help product teams prioritize features and estimate market share.
* Grew revenue from $0 to $4.6Mn in the first 6 months.

**Head of Product - Qualtrics Survey Platform**

Aug 2014 to July 2019

* Launched and grew Qualtrics Surveys (<http://bit.ly/30OIcwD>) into $300MM ARR product with 50%+ YoY growth, 92%+ renewal rates and 83%+ CSAT
* Built a data science focussed product team and launched the world's first AI driven digital assistant for experience management - ExpertReview <http://bit.ly/2T0IA6x>
* Grew Qualtrics Surveys into the top survey product brand worldwide (<https://bit.ly/2uVdqpV>)
* Launched and spun off new $MM revenue generating businesses - Ticketing (<http://bit.ly/2XaRUHo>), Integrations (<http://bit.ly/2W5S4Ds>) and XM Solutions (<http://bit.ly/2JHOeJO>)

**CEO - Art of Product Experience**

Aug 2019 to Present

* Art of Product Experience coaches product teams on techniques to achieve product market fit
* Author of (upcoming) book on Art of Product Experience - Achieving Product Market Fit https://www.artofxm.com/
* Teach Data Science for Product Management at AI @ Silicon Slopes <https://siliconslopes.com/ai/>

**CEO - HealthKonnect**

Aug 2013 to Aug 2014

* Launched a Healthcare SaaS solution to improve health outcomes for patients
* Raised financing and created partnerships with Pharma companies
* Conducted clinical trials and procured FDA approvals
* Designed the product end to end including industrial design of sensors, User Interface of Mobile App and web based predictive health analysis and targeted intervention workflows

**Sr. Associate - McKinsey**

Aug 2011 to Aug 2013

* Developed and implemented operations cost strategies for healthcare providers
* Designed enterprise IT operating models for consumer technology OEMs
* Led sales operations for semiconductor manufacturing companies

**Partnership Manager (Intern) - Google**

June 2010 to Aug 2010

* Managed partnerships with Telcos for Mobile Search
* Awarded for innovation that resulted in $3M additional revenue for partnership with a nationwide Telco

**Software Architect - Marvell Semiconductors**

Jan 2003 to May 2009

* Promoted to Principal Systems Architect for $300MM product line
* Led development teams in US, India, Taiwan and Canada on $ 50M+ projects
* Contributing author for IEEE, Wi-Fi, WiMax and Bluetooth Standards
* Awarded 16 patents
* Identified and launched new businesses for Marvell's wireless chips.
* Established partnerships with systems companies in the Medical Devices, Handsets, Gaming Consoles and Logistics industries to use Marvell's wireless chips

# Education

**MBA - Kellogg School of Management, Northwestern University**

Aug 2009 to May 2011

* Awarded Arcelor Mittal and Zell Scholarship given to 2% of all incoming students
* 1 of 10 recipients nationwide of the DEED Scholarship awarded by the Federal Government. As part of this scholarship, working with the City of Princeton on deploying a Smart Grid.

**MS Electrical Engineering - Stanford University**

Aug 2000 to May 2002

* Awarded scholarship to pursue research in computer networking
* Consulted venture funded startup Teja Technologies on the implementation of packet forwarding and classification algorithms. Hired as their 2nd software engineer

**B.Tech Electrical Engineering - IIT Bombay**

Aug 1995 to May 1999

* President S D Sharma Gold Medal (Top award given by the University for overall achievements)
* Chatrapati Shivaji Award (Top sports award by the state of Maharashtra)

# Non-Profit Experience

**CEO and Co-Founder - Vidyaan Education Technologies**

June 2007 to June 2009

* Built an online portal to partner with schools and colleges in India to provide high quality education to students using Internet and Mobile technologies.
* Used multi-media technologies to provide high quality content over low bandwidth and unreliable broadband connections.