

# Aftab Khan

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## Experience

### Oscar Health Insurance ◆ Product Manager ◆ Insurance Experience

Sept 2017 – Present

Led member-facing Insurance Experience product area. Owned Oscar's highest-engagement surfaces on web and mobile apps across 2 teams, including: onboarding, benefits, claims, billing & payments, care authorizations, concierge support, perks and wellness incentives, account management, internationalization, and more. Team resources: 10 software eng headcount, full-time designer, marketing & data partners.

- ◆ Led tech org-wide internationalization of member experiences. Established an end-to-end business process for localization (unifying tech/vendor/ops), landed buy-in from leadership to integrate this process into feature development lifecycle going forward. Increased localization coverage 10x, addressed needs of ~30% of members who prefer Spanish experience, brought company into 100% regulatory compliance.
- ◆ Led the creation of the first-ever member experience demo app for brokers (who drive 60-90% of membership sales). Spearheaded cross-functional working group with 5 PMs + eng teams, marketing, sales. Adopted by >10% of brokers within first week of launch.
- ◆ Led 2.0 redesigns of Oscar's highest member-engagement and most operationally costly features, including claims, billing & payments, and care authorizations. Reduced support requests by up to 18%, increased member satisfaction by 12-17%, and increased feature engagement by >20%. Selected by product leadership to present two major initiatives to Oscar board of directors.
- ◆ Discovered opportunity to reduce cost of Oscar's fitness-tracking program by 66% per year, simultaneously reducing member support requests by 60% YOY (without hurting engagement). Realized savings of ~\$2M in 2018, projected to 2x YOY with growth.

Presented projects at all-hands 4 times, won prizes in 2 hackathons, received PM peer award, volunteer mentor in mentorship program.

### Bridgewater Associates, LP. ◆ Product Manager ◆ Developer Tooling & Cloud Platform

March 2015 – Sept 2017

Owned next-gen transformation of company-wide developer tools. PM lead for program spanning six product verticals, including cloud infrastructure, productivity tools, and endpoint (workstation) services. Matrix-managed 2 PMs, SRE team, ops associates.

- ◆ Developed vision and multi-year strategy across product suite. Aligned engineering and ops teams company-wide around common tooling vision (including CTO and senior executive buy-in).
- ◆ Migrated two-thirds of tech teams off fragmented productivity tooling, grew next-gen adoption 10x. Reduced licensing, operations, and productivity costs.
- ◆ Grew Mac at Bridgewater from one-off experiments to enterprise-scale platform, creating and managing services for endpoint security and software/hardware management (creating "Genius Bar"-style support model). Increased adoption >20x, reduced deployment time 8x, reduced customer issue time to resolution from days to minutes, reduced ops to customer ratio by >3x.

"Exceeded Expectations" (>85th percentile) for 3 consecutive periods, stack ranked Top 20% by manager. PM Guild steering committee member, PM training owner, tech new-hire mentor, recruiting volunteer, community event coordinator.

### Google Inc. ◆ Associate Product Manager (APM) Intern ◆ Google Search

June 2014 – Aug 2014

Owned user re-engagement in next generation Chrome Bookmarks Manager (150M users). Created and managed program of 4 parallel feature workstreams (Recommendations Dashboard, Google Search integration, Google Now integration, and Email Digests).

- ◆ Recruited engineering resources, launched 4 feature MVPs within ~10 weeks.
- ◆ Discovered opportunity to increase 7-day active users by 11% and impressions by 110%.

PM focus group co-organizer, intern community event coordinator.

### Google Inc. ◆ Software Engineering Intern ◆ Google Research, HCI Group

June 2013 – Aug 2013

Responsible for prototyping co-browsing with relevant nearby devices. Developed user personas and product requirements from research, created UI mockups and prototypes, selected and architected solution approach. Created and launched Android app with Java App Engine backend, integrating with Google Cloud Messaging. Contributed to Android nearby device discovery service API.

## Education

### Columbia College, Columbia University ◆ Computer Science and Physics (double major)

Sept 2011 – Dec 2014

## Skills

SQL (BigQuery, MySQL) ◆ Periscope ◆ InVision ◆ Atlassian Suite (JIRA, Confluence, Stash) ◆ Adobe Creative Suite ◆ Phabricator Maniphest ◆ Java ◆ HTML, CSS, JavaScript ◆ Git, Perforce ◆ Unix bash ◆ Cloud architecture (AWS, Google Cloud) ◆ Apple Mobile Device Management (jamf, Google Rapid Response)