

# Priyesh Ghamandi

VP, Product

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## Skills

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### Priyesh Ghamandi

1204, Panache Society  
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## Experience

Total: 12+ years

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Product Management, Customer Experience, People Management, Communication, Product Development, Requirements Analysis, Pricing Planning, Competitive Analysis, Sales Planning and Strategy

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### XEBO.ai / VP, Product

Jan 2023 - PRESENT, Pune

XEBO.ai is an innovative customer experience-centric platform that helps find & analyze business challenges and device action plans.

As Vice President of Product Management at Survey2Connect, I lead the strategic direction and development of innovative customer feedback solutions, driving product vision, design, and implementation to meet evolving market needs. I excel in collaborating with cross-functional teams to enhance product offerings, streamline user experiences, and achieve significant customer satisfaction improvements. My focus on data-driven decision-making and agile methodologies has resulted in measurable success in product adoption, user engagement, and revenue growth.

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### mypinio / CPO

Oct 2021 - PRESENT

mypinio is a unique social networking start-up focused on market research. I was responsible for both product and engineering at mypinio. I was tasked with assembling a team and building this application from scratch. We were able to build the entire product and launch it in a span of 5 months.

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### QuestionPro / Director, Product Development

Jan 2018 - Oct 2021, Pune

QuestionPro is a SaaS company with multiple product lines in online research and experience management.

I lead product development and delivery for our enterprise & experience management products.

I built high-velocity product & engineering teams and led them to go head to head with VC-funded companies to deliver products with more than **\$15M in revenue**.

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## **QuestionPro / Sr. Product Manager**

Dec 2014 - Jan 2018, Pune

As a Product Manager, I am responsible for the research, development & delivery of our products along with maintaining and prioritising the product backlog, long-term planning and roadmaps. I make sure that we deliver quality products which are engaging and easy to use. I am hands-on with processes involving quality assurance, strategic direction, staffing and mentoring.

My past experience working as part of the customer success team helps me understand customer requirements and business needs and identify market opportunities, thus creating a winning product strategy.

My focus has always been on providing the best possible user experience and ensuring the customers' requirements are fulfilled. This has allowed me to create sophisticated products which always bring customer delight.

I work closely with the product team through the different phases of the product development cycle to ensure that we meet the requirements.

I am familiar with popular project management and bug-tracking tools like **Youtrack & Jira**.

I have worked extensively with prototyping and design tools such as **Balsamiq, Sketch & Figma**.

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## **QuestionPro / Manager, Customer Success**

Jan 2013 - Dec 2015, Pune

I managed the customer support and account management teams at QuestionPro. I was responsible for initial interviews, staffing and onboarding. I built a team of around 20 employees almost from scratch. I ensured that we provided a great work environment and that the employees were satisfied and motivated.

I applied my communication skills and personality strengths to create leaders in the team. I made sure that our team was in sync with other departments in the organisation.

I set up processes which made sure that the support team met their customer satisfaction targets. I also took part in deciding the strategic direction which helped the account managers to meet their year-on-year growth targets.

## **QuestionPro / Software Support Engineer**

Jan 2012 - Jan 2013, Pune / Nasik

I managed and was responsible for projects of high-value customer accounts. I ensured that the assigned projects receive the expected level of service. I was responsible for onboarding new users and providing initial training.

Some of the accounts that I have managed include Microsoft, FIFA, Emirates, Goldman Sachs, Effective Measure, MTN Group, Ooredoo, and Bristol Myers Squibb.

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## Education

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K. K. Wagh COE / Diploma in Information Technology  
St. Xaviers High School / S.S.C.

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## Products

QuestionPro Surveys  
QuestionPro CX  
QuestionPro Enterprise Platform  
QuestionPro Communities  
[QuestionPro Integrations](#)  
mypinio.com  
XEBO.ai EXM Platform

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## Key Projects

CX Dashboard  
Customer journey mapping  
Churn/root cause analysis  
Predictive path analysis  
Tableau Integration  
PowerBI Integration  
Text and sentiment analysis  
Salesforce Integration  
Microsoft Dynamics Integration  
Marketo Integration  
Hubspot Integration  
GDPR Compliance  
Section 508 Compliance  
Cross Tabulation & Significance Testing  
SAML 2.0 Single Sign On  
QuestionPro API  
QuestionPro Webhooks  
Caspio Integration  
Partnership with XING  
Partnership with SutterHealth & On-Premise Deployment

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## Core Development

[mypinio.com](#)  
[Salesforce Appex App](#)  
[Adobe Launch Extension](#)  
[Zapier App](#)