

DEBASHIS MITRA

Product Leader — Airline Revenue, Airport Operations & Travel Technology

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PROFILE

Product leader with 19 years in technology and 13+ years owning B2B and B2B2C SaaS products for the aviation industry. Eight of those years were at Sabre, where I owned a US\$20M+ P&L across three cloud products — airline pricing, revenue management, cargo and crew — serving carriers worldwide. I then took full product and P&L ownership of the digital transformation of a major international airport's operations centre. My work sits precisely where commercial aviation, operational complexity and platform engineering meet, and I stay close enough to the engineering to design the API contract myself.

SELECTED IMPACT

- **US\$20M+ P&L** owned across three cloud SaaS products at Sabre; promoted three times in four years.
- **US\$2M+ in new revenue** generated through new product functionality. Upgrade IQ launch delivered ~US\$450–500K in year one and a ~10% CSAT lift.
- **Launched Phase 1 of a first-of-its-kind KPI-driven Airport Operations Centre** at Hyderabad International Airport: 25 of 100 KPIs live, 10 direct reports, 35+ extended team, INR 1.5 Cr+ P&L.
- **Largest change request in Sabre Cargo RM history** (~US\$2M CTOV, Lufthansa Cargo Total Revenue Management) — delivered a month ahead of contract with fewer than 15 defects across six validation cycles.
- **AI/ML predictive pricing at market-leading scale** — led product innovation on Dynamic Availability and AirPrice IQ, generating incremental revenue per seat from historical and behavioural data.
- **~£300K and US\$100K in cost savings** delivered on a UK Building Society arrears transformation through test automation, business analysis and change-request triage redesign.

EXPERIENCE

Technical Product Manager | Granicus

Oct 2025 – present

Govtech SaaS · govMeetings Agenda suite · government agencies across the US, Canada, Australia and the EU

- Own technical product direction for the govMeetings Agenda suite, translating strategic initiatives into executable specifications and driving feature delivery for city and council agencies across four continents.
- Act as the interface between business stakeholders and engineering squads — scoping complex initiatives, supporting Product Owners on technical requirements, and accelerating development cycles.
- Balance divergent regional compliance requirements against a single unified product strategy for mission-critical government meeting workflows.
- Built an AI-assisted weighted scoring model for support-ticket prioritisation, since adopted as the department's standard triage method.

Product Manager, SRCNet | AusSRC / University of Western Australia

May 2024 – Jul 2025

SKA Observatory program · 50+ member multinational consortium across Australia, UK, Japan, Korea, China, Switzerland, Netherlands, Spain, Canada

- Delivered the SRCNet v0.1 foundational milestone on schedule — the program's first deployable architectural baseline — by aligning cross-border engineering teams under one Agile/SAFe strategy.
- Architected federated data archival and discovery: authorisation token flows and secure interfaces enabling multi-institutional data sharing at research-grade integrity, resolving a primary blocker to global scientific collaboration.
- Defined vision, strategy and roadmaps for SRC software products and the agile release train; specified and prioritised features across the portfolio.
- Core decision-maker on the program leadership team, resolving architectural blockers and raising delivery transparency through redesigned Jira/Confluence workflows.

Head of Transformation, APOC | WAISL

Nov 2023 – Mar 2024

Digital transformation of Hyderabad International Airport (GHIAL) · cloud Java/Oracle SaaS platform

- Owned product vision, strategy, roadmap and initial design for a first-of-its-kind KPI-driven Airport Operations Centre, architected for replication and monetisation across international airports.
- Held full program, test and financial accountability — INR 1.5 Cr+ P&L, 10 direct reports, 35+ extended contributors in Phase I.
- Delivered Phase 1 with the first 25 of 100 KPIs live, plus a complete change-management and education program and a formalised productisation blueprint.

Principal Product Manager | Sabre

Feb 2015 – Nov 2023

Retail intelligence and revenue management suite · Nasdaq-listed travel technology multinational

- Owned a US\$20M+ P&L and set vision, strategy and roadmap for three cloud SaaS products (Java/Oracle/MongoDB), with execution across five core platforms in high-volume, mission-critical airline environments. Promoted three times in four years.

- **AI/ML pricing** — led product innovation on Dynamic Availability and AirPrice IQ, using historical and behavioural data for predictive pricing that generated incremental revenue per seat and placed Sabre at the front of the market.
- **Revenue products** — Cargo Revenue Manager (capacity, network and allotment management for one of the world's top cargo carriers), Revenue Optimizer (near real-time analytics-driven revenue decisioning), and Crew Management (rostering and legal compliance, rolled out to three global airlines).
- **Technical delivery** — built 5+ API integration systems from contract design through delivery; key contributor on the Sabre Payments gateway integration (client-side tokenisation, GDPR protocols); led on-premise to GCP migration, Oracle 19c upgrade and OpenJDK migration.
- **Delivery leadership** — drove the shift to Agile and DevOps across the suite, delivering 20+ releases as SME and Scrum Master; mentored product and technical staff and spoke to 121 attendees at the Sabre Architecture Guild.

Earlier career | Capgemini • Tata Consultancy Services • PwC • Tech Mahindra

2007 – 2015

- **Senior Consultant, Capgemini** (2014–15) — led 30+ FTE cross-functional eCommerce delivery for a major US telecom; +15% test effectiveness.
- **IT Analyst, Tata Consultancy Services** (2011–14) — BA and Scrum Master across Siebel, PeopleSoft and COTS landscapes, including a year-long UK financial-sector engagement; ~£300K savings on an arrears transformation, US\$100K via change-request triage, –25% testing effort.
- **Consultant, PwC** (2010–11) — Test Leader for a team of ~10 on US Tax upgrade and document management programs; 97% CSAT.
- **Technical Associate, Tech Mahindra** (2007–10) — Sales Analyst reporting to the CEO, youngest on the team; executive dashboards and funnel analysis across geographies; –15% reporting errors. ITP batch topper.

SKILLS & DOMAINS

Domains Aviation and travel — airline revenue management, dynamic pricing, ancillaries, cargo, crew, PSS, NDC, ATPCO, Sabre and Amadeus ecosystems • airport operations and APOC platforms • govtech • scientific research infrastructure • banking and lending • telecom • utilities and mining.

Product & delivery Product strategy, roadmapping, P&L ownership, GTM, PLM, discovery, backlog ownership • Agile, SAFe, ART, RTE, Scrum • JIRA, Confluence, Rally, Aha!, Miro, MS Project, Visio.

Technical REST APIs and integration design • AWS, GCP • SQL, Postman, SOAP UI, CI/CD, DevOps • ML pipelines, MLOps, dataset design, supervised and unsupervised learning • BPMN, UML, Figma, Balsamiq.

EDUCATION & CERTIFICATIONS

Education B.Tech, Computer Science & Engineering — WBUT (Techno India), Kolkata, 2007 • Executive Program for Young Professionals (Marketing) — IIM Calcutta, 2010.

Product & Agile SAFe PO/PM • PMI-ACP • PMI-PBA • CSPO • CSM • PSPO-I • PSM-I • API Product Manager (API Academy, 92%) • Software Product Management (U. Alberta) • Digital Product Management (U. Virginia).

Delivery & service PRINCE2 Foundation and Practitioner • ITIL Foundation, Service Strategy, Service Design • Google Project Management • Google UX Design • Microsoft Program Management • ISTQB (Foundation, Test Manager, Test Analyst, Technical Test Analyst). PMI member since 2011.

INDEPENDENT PRODUCT BUILDS

Eight self-initiated technical builds validating market hypotheses with AI-native tooling — including ComplianceOS (multi-framework compliance orchestration; Next.js, Supabase, Stripe), PriceLift (yield-management pricing middleware on Cloudflare Workers), SiloBreaker (git-log "bus factor" analysis; FastAPI, Redis) and LexGuard (NLP contract-clause risk triage). Full portfolio: debmitra.com/labs