

VENKATA ADITYA VELLALA

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EDUCATION

GEORGETOWN UNIVERSITY, McDonough School of Business

Washington, DC

Master of Business Administration – STEM Designated

May 2025

- CGPA: 3.83; GMAT 750, Beta Gamma Sigma Inductee, Merit Scholarship, Dean's list,
- Technology Club; VP of Technology Finance Club; Community Standards Board Member; Design Thinking Club

INTERNATIONAL INSTITUTE OF INFORMATION TECHNOLOGY BANGALORE

Bengaluru, India

Bachelor of Technology & Master of Technology, Information Technology

June 2017

- Tata Power Scholarship; SPOC/Organiser of annual sports fest for 1,000 attendees
- Internship IBM: Developed new features in J9VM; Internship Tata Power: Designed cryptographic protocols for military

EXPERIENCE

UBER

MBA Consultant, Jan 2025 – Apr 2025

Mexico City, Mexico

- Performed quantitative and qualitative analysis of Uber Flash's fare dispute processes, identifying key pain points across user journeys and performing root cause analysis that revealed specific operational gaps.
- Developed comprehensive process maps and audited support tickets to identify actionable insights for improving Uber Flash's CSAT score, resulting in recommendations to address the 33.3% of total support issues related to fare disputes.

IFAD

Rome, Italy

Summer Product Management Intern, May 2024 – Aug 2024

- Collaborated with the AI team to design and implement a comprehensive strategy for integrating AI embeddings into IFAD's existing tools and workflows reducing 2 weeks of manual data extraction to minutes.
- Drafted an AI embedding framework helping teams to integrate AI tools into existing internal applications.
- Implemented a costing model for Azure OpenAI resources and identified a cost-effective combination of Azure resource tiers in collaboration with Microsoft, resulting in saving \$20K per quarter in AI cloud costs for IFAD.
- Conducted a comprehensive analysis to evaluate the cost-effectiveness of cloud vs. on-premises AI workloads, determining the token threshold to justify on-premises GPU investment.

VMWARE

Bengaluru, India

Senior Member of Technical Staff, June 2022 – July 2023

- Devised a strategy to migrate existing VMware customers yet to deploy Avi to seamlessly shift to Avi Load Balancer resulting in Avi's 20% more renewal rate; programmed a tool from scratch to achieve this smoothly.
- Pioneered a new caching mechanism for a REST module, resulting in a 35% reduction in test execution time; undertaken with an eye for potential error risks, ensuring performance was not compromised by stability concerns.

Technical Product Manager, June 2021 – May 2022

- Developed vision and strategy of 3 security features after thorough assessment and collaboration with design, development, and QA teams using Agile methodology in 3 months' time helping to secure a \$500,000 deal.
- Reduced customer support tickets by 20% by developing a new customer analytics backed knowledge base that provided customers with self-service solutions to their problems, garnering positive customer reviews.
- Collaborated development of Avi's transition into a SaaS product to sell it as a secondary service along with VMC on AWS adding to 5% of \$1 million VMC service and set KPIs to monitor the success of transition.
- Conducted extensive usability reviews of approximately 30 features across three major releases in Avi, encompassing OAuth/OIDC, WAF, GSLB; leveraged data analytics to inform insights and enhance UX.
- Managed discussions and facilitated conflict resolutions during planning and sprint meetings and gatekept the complete SDLC preventing team's distractions in order to deliver \$500,000 worth security features.

Member of Technical Staff, July 2017 – May 2021

- Planned a test infrastructure framework for a B2B start-up based on Python's Pytest and developed it while supervising a team of 2 to run functional test suites of entire product stack lowering execution speeds of 20,000 suites by 30%.

DISTINCTIONS

Certifications: Duke University Corporate Education Certified Product Manager, AWS Certified Developer

Technologies: Python, AI engineering, SQL, GROQ, C++, Azure, Microsoft Excel, Deep Learning, AWS, Kubernetes

Achievements: Won 4 outstanding engineering achievements awards in Avi R&D; IEEE Xstream India 9th spot

Community: Concert organizer - SPIC MACAY (a youth movement to promote Indian Cultural Heritage) Volunteer at Swanthana NGO; Gym instructor

Interests: Amateur Boxer–USA boxing, Poetry, Meditation, Philosophy, Chess (7th CBSE India South Zone Chess)