

Pallavi Chalasani

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SUMMARY

Senior Technical Product Manager with 10 years of experience at Amazon, Walmart, and JPMorgan, combining deep technical expertise (MS in Computer Science) with product strategy (MBA, NYU Stern) to deliver \$500M+ in annual savings through AI/ML platforms, automation, and personalization across fintech and e-commerce, serving both B2B and B2C customers

EXPERIENCE

Amazon

New York, NY

Senior Technical Product Manager - Seller Growth & Development

Nov 2024 – Present

- Launched an AI-powered Metrics Alerting System (MAS) for 3M+ sellers, accelerating sales metric improvements by 70%, boosting sales performance, and unlocking \$500M+ in savings.
- Drove end-to-end development of an AI/ML benchmarking dashboard on Seller Central, enabling sellers to identify performance gaps, take 20% more corrective actions, and achieve 30% growth.
- Designed the foundation of an AI-driven agentic workflow that monitors seller businesses, detects issues, identifies root causes, and recommends actions—achieving 21% adoption and 40% growth in early users.
- Delivered an AI-powered virtual assistant that provided sellers immediate answers to support questions, reducing wait times from 3–4 days to minutes and freeing support teams 2–3 hours daily.
- Defined and prioritized AI/ML roadmap for Seller Central by analyzing seller pain points and aligning leadership across Product, Engineering, and Data Science, ensuring focus on initiatives projected to deliver \$500M+ in savings

Walmart

New York, NY

Senior Product Manager – Walmart+ InHome

June 2022 – Nov 2024

- Pioneered the first delivery driver video recording feature, enabling drivers to capture deliveries via phone, improving customer trust and compliance; eliminated costly third-party hardware, increased user growth by 10%, and saved \$4M annually.
- Empowered grocery delivery drivers with an industry-standard iOS vehicle safety workflow adopted across 2,000+ stores, simplifying issue reporting, optimizing vehicle assignments, reducing support calls, and saving Walmart \$5M+ annually in repair costs.
- Built an automated AI-driven onboarding system that activated drivers instantly (vs. 7+ days previously), improving efficiency by 25% and preventing \$700K in annual lost revenue from order shortages.
- Enabled delivery drivers to complete alcohol and prescription deliveries compliantly by designing ID verification workflows that automated legal checks and unlocked new revenue streams.
- Partnered with Operations, Legal, and Engineering leadership to shape Walmart+ InHome roadmap, prioritizing compliance and driver safety initiatives that unlocked new revenue streams and delivered \$10M+ in annual savings

JP Morgan Chase & Co

New York, NY

Tech Data Product Owner, Reference Data

Jan 2022 – June 2022

- Drove delivery of a unified data lake platform that simplified access to reference data for 1M+ daily trades, improving data quality and integration efficiency across trading systems
- Launched enterprise data warehousing and governance solutions, enhancing ETL workflows, compliance controls, and scalability of reference data for regulatory and risk reporting

Senior Associate-Software Engineering, Reference Data

August 2017 – Jan 2022

- Led design and rollout of B2B data services providing accurate market and finance risk data to middle and front office clients, improving speed and reliability of risk analysis
- Engineered and optimized SQL-driven pipelines and data architecture spanning 30+ sources and 160+ tables, consolidating reference data into resilient platforms powering 24/7 trading operations

Bank of America Merrill Lynch

New York, NY

Technology Associate, Account and Client Onboarding

July 2014 – August 2017

- Partnered with global teams across 3 regions to design standardized onboarding workflows and client-facing interfaces, streamlining account creation and aligning with compliance requirements
- Developed algorithmic rules engines in Scala to automate onboarding decisions, cutting account creation errors by 80% and accelerating institutional client activation

EDUCATION

New York University, Stern School of Business

New York, NY

Master of Business Administration

May 2024

Ohio State University, College of Engineering

Columbus, OH

Master of Computer Science and Engineering

May 2014

Andhra University, College of Engineering

India

Bachelor of Computer Science and Engineering

May 2012

SKILLS

- Product: Roadmapping, A/B Testing, Experimentation, PRD/BRD Writing, Figma
- Technical: APIs, System Architecture, SQL, Data Pipelines, AI/ML Integration, Cloud Platforms (AWS, Azure), Generative AI Applications
- Domain Expertise: Fintech, E-commerce, SaaS Platforms, Last-Mile Logistics