**SUMMARY:**  
Results-driven servant leader with 15 years of experience in delivering innovative IT solutions. I specialize in building Enterprise AI frameworks and solutions for Generative AI use cases, leveraging advanced technologies to drive business outcome for improving customer experiences. Skilled in Agile, SAFE, and Scrum methodologies, with a proficiency in tools like JIRA and Rally. I excel in fast-paced environments, fostering collaboration and strong relationships with stakeholders to ensure project success.

**PROFESSIONAL SUMMARY:**

American Express, Phoenix, AZ **August 2021 – Current**

**Product Manager (Gen AI Governance R&D CTO organization @Amex)**

* Defined and prioritized product requirements and deliverables in collaboration with cross-functional partners at American Express to develop enterprise tech solutions that ensure safe interaction with large language models (LLMs), aligning all requirements with the overall product roadmap.
* Led the development of Redaction and Tokenization/Detokenization solutions for LLM interactions, successfully integrating these solutions with Langchain and internal frameworks to enhance product capabilities.
* Oversaw the onboarding of M365 Copilot and Copilot Studio, leading the information security, application security, and cloud security review processes to certify tool usage for specific use cases, ensuring compliance with security standards.
* Spearheaded the data-pattern approval and onboarding process, enabling open-source models to be hosted on-premises in Google Cloud Platform (GCP). This initiative facilitated the secure handling of restricted and sensitive data while bypassing AI firewalls and enterprise gateways, thus enhancing the relevance of model-generated outputs.
* Actively participated in the use case approval committee, ensuring all new use cases comply with American Express standards and undergo the necessary council approvals.
* Partnered with the Model Risk and Governance team to review independent model testing and evaluation processes, documenting outputs for audit purposes and ensuring adherence to regulatory and compliance standards.

Product Manager (AskAmex AI Platform)

* Led end-to-end delivery of AI platform projects, ensuring timely execution and successful implementation.
* Skilled in promoting Agile methodologies to optimize team performance and collaboration, resulting in enhanced service delivery for Amex Cardmembers across Mobile and Web chat platforms.
* Adept at leveraging GenAI techniques and advanced AI models like GPT-3.5-turbo and RASA framework to develop innovative solutions that drive automation and improve customer engagement.
* Managed the development and launch of a new search API utilizing GenAI techniques, enhancing automation rates and click-through rates (CTR) for Amex Cardmembers.
* Act as a servant leader, coaching and guiding the team in self-organization, continuous improvement, and cross-functional collaboration.
* Spearheaded the development of a conversational transaction/dispute bot using RASA framework and OpenAI LLMs, delivering a seamless user experience from initiation to closure.

Program Manager (ITSM Platform @Amex using Salesforce products)

* + Leading Return-To-Work (RTO) project, an application built to enable employees across 42 locations worldwide to submit Vaccination status/records, Daily Health forms, reserve workspace on days they chose to work from office, submit health reports if tested positive for Covid 19, and manage badge-reader information that will help medical teams to do contact tracing.
  + Responsibilities include- Project delivery, managing product backlog, prioritizing requirements by engaging with stakeholders regularly and understanding the rapidly changing requirements, reviewing roadmap with the team, and risk manage.ment

Citizen’s Bank  **January 2021 - August 2021** Project Manager

* + Individually driven a scrum team to deliver enterprise level project – working with business teams to gather requirements, work with architects and tech leads on design solutions, document requirements, communicate requirements to the team, facilitate implementation with the team, organize demoes, perform functional/UAT testing, track and deliver the projects within the timelines.
  + Involved in research and analysis of multiple internal/external systems on end-end data flow to find best solutions to suit projects in the long run
  + Facilitated the discussions involving any risks and worked on mitigating them.

**American Express, Phoenix, AZ August 2019 – December 2020** Technical Program Manager (Arena Test Platform)

* + Drive multiple teams to deliver technology solutions for building a one-integrated testing platform (Arena) to allow 600 plus applications to test on the platform, by working closely with business leaders, product owners, architects, & dev team and documenting the artifacts on confluence and JIRA.
  + Involved in creating multiple levels of agile planning artifacts starting product road maps, release plans, sprint plan and responsible for driving the execution against the plans
  + Managing and mitigating- impediments, risks, and any issues tied to the development work; as well as creating dependency plans within and across business units to prioritize, plan and execute the work committed for the development.
  + Create various status-reports on a status-tracking/PI planning backlog/PI planning, accomplishments/quarterly & yearly tracking/scorecard tracking etc

**Choice Hotels International, Phoenix, AZ Dec 2015 – June 2019**

Project Manager

* + Worked on infrastructure migration project, Solaris Upgrade as a Project manager helping multiple teams to get migration completed within time
  + Created/Managed reports and documentation with server lists and updates on SharePoint
  + Worked with all stakeholders on identifying and mitigating risks
  + Managed all the meetings, communication between different teams and stakeholders

**Business Systems Analyst**

* Worked on Property management System (PMS) application projects as a systems analyst liaising between project team and business
* Created detailed User stories and documentation for the projects with business workflow diagrams, scope of the project, risks, and deliverables.
* Worked with DEV’s and QA’s on the requirements to make sure they are clearly understood before coding starts, via conducting grooming meetings.
* Worked with Business teams and support teams whenever there are Change Requests(CR) or Production deployments, and made sure the changes are documented correctly.

**Test Engineer III (Domain Test Lead)**

* QA Domain Lead for a major customer facing application, CIS spanning across multiple projects and test teams. Responsibilities include, but not limited to test planning and test management.
* QA lead for below projects:
  + Blue-Green Integration, a project working on integrating 3rd party loyalty program with the internal program.
  + Traveler 360, a project to recognize potential customer search patterns to provide translated search results for a better user experience.
  + Smart-Rates-Big-data-analysis platform that optimizes room pricing based on a hotel's market segment competition in the vicinity and pricing history
  + Your-Extras, first-in-industry program rewarding guests with immediate digital rewards through strategic alliances.
  + Automating third party property management system data flow.
* Front-end automation experience with the company website using Selenium and continuous integration testing using Jenkins
* Experience in testing on mobile and AWS platforms.

**Choice Hotels International (Enterprise QA Labs) Aug 2014 – Dec 2015**

**SDET (Contract IT)**

QA Lead for below projects

* + Point-plus Cash -Innovation to loyalty program; allowed guests to combine loyalty points and cash payments for discounted bookings, which generated a revenue of about $10 million dollars in the first year
  + Flex Rewards – a program that allowed members to make a reservation using member points which helped increase number of members joined Choice Privileges program to about 5 million
  + CIS Point Forfeiture – feature that helps members to keep their points without expiring, if there is any activity within a given period.

**Client - Wells Fargo Bank (Enterprise QA Labs) Apr 2013 – Jul 2014**

**Senior QA Analyst**

* Worked on a home mortgage project that derives interest rates based on different criteria
* Developed Test Summary report for Functional test, Regression tests
* Automated API tests and the application UI

**Reliance Pacific Inc, CA Aug2012 – Mar 2013**

**QA Analyst Intern**

* Created Test Plans and User Test Cases in concert with system engineers
* Developed Functional Automation scripts using VBScript in QTP.

**Resurge Solutions, VA**

**Intern**

* Created and managed project templates, detailed use case documents, requirement  
  types and traceability relationships in Rational Requisite Pro

**Envision Business, VA**

**Intern**

* Played key role in design and development activities to ensure software requirements were met.
* Performed data analysis, testing, debugging, audits, disaster recovery, and Problem resolution.

**Farmers Insurance (Computer Science Corporation, India)   
 Software Engineer**

* Worked as a developer on a project for farmers auto-insurance where new underwriting laws were created

**SKILLS:**

* **Testing Tools -** QTP, Test Complete, Quality Center, Test Director, JIRA, Team Foundation Server, SOAP UI, Ready API, Jenkins, Selenium RC, IDE, and Web Driver, RALLY
* **Languages -** HTML, SQL, PL/SQL, VBScript, CSS, Java, JUnit, Perl, JavaScript, XML
* **Application Software -** MS-Excel, MS-Word, MS-PowerPoint, MS Visual Studio and MS Outlook, Lotus, Salesforce
* **Database -** Oracle 8i/ 9i/10g/11g, MS SQL Server 2000, My SQL, SQL Server Management Studio, SQL Developer, Squirrel SQL Client Version 3.5.3, Aurora
* **Methodologies -** Agile – Scrum, PBR, Waterfall

**CERTIFICATIONS & EDUCATION:**

* Scrum Alliance CSM (Certified Scrum Master)
* Scrum Alliance Product Owner (CSPO)
* Coursera – Python for Data Science, AI & Development
* Bachelor’s in information technology, R.V.R.J College of Engineering, Guntur, AP, India