Neelapu Dhanushree
Technical Program Manager

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PROFESSIONAL SUMMARY

Technical Product Manager with 4+ years of experience leading discovery, assessment, and modernization of cloud data platforms. Skilled in defining governance frameworks, metadata practices, and phased roadmaps across AWS, Snowflake, Azure, and GCP. Proven ability to deliver strategic recommendations and architecture blueprints that future-proof data ecosystems and accelerate decision-making.

PROFESSIONAL EXPERIENCE

Technical Program Manager | NSP Systems, USA   **Jan 2025 – Present**

- Led discovery & assessment of existing reporting workflows across Finance, Ops, and Marketing, delivering a strategic roadmap that consolidated 6+ fragmented tools into a unified AWS data platform
- Directed discovery workshops with business stakeholders and architects to assess data ingestion, transformation, and governance gaps, feeding into the architecture blueprint and phased roadmap
- Coordinated an 18-week phased roadmap covering ingestion, transformation, security, and visualization milestones with 95% adherence.
- Built an AI-driven automation pipeline for a major retail brand's social media using n8n, OpenAI, Airtable, and Blotato, cutting content production time from 1 week to 45 minutes with a 97% automation success rate.
- Enabled scalable publishing to Instagram Reels, TikTok, and YouTube Shorts, doubling posting frequency and boosting Instagram engagement by 22%.

Technical Program Manager | Fresenius Medical Care, USA   **Jan 2024 – Dec 2024**

- Built and launched a Gemini-based GenAI HR chatbot MVP integrated with Snowflake for internal HR support, reducing employee query resolution time by 30% and creating a foundation for future AI-driven learning tools.
- Facilitated stakeholder interviews with nurse educators, HR leaders, and data engineers to capture requirements, synthesize insights, and align technical delivery with organizational priorities.
- Orchestrated collaboration across 5+ global teams (cloud, QA, analytics, L&D), resolving blockers on the critical path and improving delivery cycle time by 20%.
- Owned backlog triage and release quality, maintaining 99% compliance at launch while aligning feature delivery to HR transformation objectives.
- Delivered under Agile Scrum with 95% milestone adherence, ensuring transparency and alignment across leadership.

Global Data Analytics Summer Intern | Fresenius Medical Care North America, USA   **Jun 2024 – Aug 2024**

- Built and piloted a GenAI-powered patient training platform for dialysis patients in collaboration with nurse educators, increasing training completion rates to 100% and improving nurse time efficiency by 30%.
- Designed personalized training workflows using AWS Bedrock, Lambda, and S3, improving patient satisfaction by 35% and ensuring content accuracy for clinical relevance.
- Ensured end-to-end documentation of architecture decisions, data lineage, and roadmap updates, enabling clear communication across global teams.
- Delivered KPI dashboards in Power BI for the Division of Clinical Trials, improving tracking of patient engagement metrics and increasing targeted, effective training by 40%.
- Influenced backlog prioritization to align feature delivery with patient and nurse value, boosting delivery of high-value features by 30%.

Graduate Research Assistant | Robert H. Smith School of Business, USA   **Jan 2024 – May 2024**

- Directed a 6-month launch of the Smith Digital First Network, connecting 15 corporate partners and 5 graduate student teams, delivering 100% milestones on time and 8% under $30K budget.
- Negotiated with vendors for event services, design tools, and marketing materials, accelerating procurement timelines and securing favourable pricing.
- Created a Figma prototype to showcase student solutions, reducing corporate review time by 64% and achieving an 83% partner commitment rate for future collaborations.
- Applied A/B testing to test marketing strategies, improving campaign efficiency by 20%.

Software Development Engineer | NTT Data, India   **Aug 2021 – Jul 2023**

- Automated smoke test scripts in collaboration with DevOps teams for a claims processing platform serving Long Term Care Group, improving sprint velocity by 25% and test coverage by 30%.
- Performed root cause analysis on recurring data integrity issues, improving claims data quality by 20% and reducing production incidents.

- Produced over 50 agile artifacts (user stories, specifications) to ensure development stayed aligned with business and compliance needs.
- Built an AWS Python-based ETL pipeline to automate claims data preprocessing, boosting processing efficiency by 45%.

PROJECTS

Violence in the USA   **Jan 2024 – March 2024**
- Built a big data pipeline with Kafka + PySpark to ingest, process, and analyze U.S. gun violence data (2013–2018) at scale.
- Engineered features and applied a Random Forest classifier, achieving 77.9% accuracy in categorizing incident severity.
- Identified geospatial and temporal violence trends, highlighting high-risk zones to inform targeted interventions.
- Showcased streaming data processing, distributed analytics, and ML integration using Kafka, Spark, and Python.

SKILLS

- **Project Management & Collaboration:** JIRA, Azure DevOps, Confluence, Monday.com, Asana, Smartsheet, MS Project, Primavera P6, SharePoint, Google Workspace, Notion
- **Data Analytics & Visualization:** SQL, Python (Pandas, NumPy, Scikit-learn), Power BI, Tableau, Looker, Google Data Studio, QuickSight, DAX, Excel, Figma
- **Big Data & Streaming:** PySpark, Kafka, Apache Airflow, Hive, Snowflake, Google Big Query
- **Cloud & Infrastructure:** AWS, Microsoft Azure, Google Cloud Platform (GCP), Kubernetes, Docker, Salesforce CRM, ServiceNow, IAM Governance
- **Software Engineering & DevOps:** GitHub, GitHub Actions, CI/CD, SDLC, DevOps Best Practices, API Integrations, Microsoft Dynamics 365, SAP ERP, N8N.
- **Machine Learning & AI:** Random Forest, ML model lifecycle, experimentation frameworks, predictive analytics
- **Documentation & Reporting:** BRDs, User Stories, Wireframes, UAT Scripts, Risk Registers, Budget Tracking, Executive Dashboards
- **Stakeholder & Vendor Management:** Contract negotiation, vendor onboarding, cross-functional alignment, executive reporting

EDUCATION

Master of Science in Information Systems Management   **Aug 2023 – Dec 2024**
University of Maryland, Robert H. Smith School of Business, College Park, MD, USA

Bachelor of Technology in Information Technology   **Jul 2017 – Jul 2021**
Jawaharlal Nehru Technological University (JNTU) Hyderabad, India

CERTIFICATIONS

- AWS Certified Solutions Architect – Associate
- Professional Scrum Master (PSM-I)
- Google Certified in Python, Machine Learning
- IT Project Management – ISB