

# Neelapu Dhanushree

Technical Product Manager

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## PROFESSIONAL SUMMARY

Technical Product Manager (AWS Certified, PSM-I) with 5+ years of experience delivering AI/ML-powered and data-driven enterprise products in healthcare, sales, and cloud domains. I am skilled at **defining product strategy, conducting user research, and driving cross-functional execution** to deliver measurable impact. Proven ability to **launch AI solutions, optimize workflows, and collaborate with engineering, data, and business teams** to solve complex problems. Eager to leverage expertise to **empower the ecosystem**, including immersive technologies, community-building initiatives, and data-driven decision-making.

## EDUCATION

**Master of Science in Information Systems Management | GPA 3.6**

**Aug 2023 – Dec 2024**

University of Maryland, Robert H. Smith School of Business, College Park, MD, USA

- Terrapin Scholar Award – Awarded for academic excellence, accomplishments, and future promise.

**Bachelor of Technology in Information Technology**

**Jul 2017 – Jul 2021**

Jawaharlal Nehru Technological University (JNTU) Hyderabad, India

## SKILLS

- **Product Management & Strategy:** Product Roadmaps, Feature Prioritization, KPI Definition & Tracking, Leadership Reviews, Stakeholder Alignment, Change Management, Agile Scrum, Experiment Design & A/B Testing.
- **AI & Machine Learning:** Generative AI, Large Language Models (LLMs), AI Agents & Agentic Workflows, LangChain, LangGraph, Gemini, OpenAI API & SDK, Bedrock, ElevenLabs, Conversational AI
- **Programming & Prototyping:** Python, JavaScript, n8n, Gradio, LangSmith, Automation Workflows, Digital Twin Development, Crew AI, Microsoft AutoGen, MCP
- **Cloud & Data Platforms:** AWS (Bedrock, Lambda, S3), GCP, Azure, Kubernetes, Docker, Snowflake, BigQuery, PySpark, SQL, MongoDB
- **SDLC & Infra:** CI/CD, Lambda, Docker, Kubernetes, API Integration, Monitoring, Observability
- **Analytics & Visualization:** Power BI, Tableau, Looker, KPI Dashboards, Data-Driven Decision Making, Experiment Analysis
- **Tools & Delivery:** Jira, Confluence, Figma, Airflow, Kafka, BRDs & Specs, UAT Management, Risk Registers, Cross-Functional Team Leadership

## PROJECTS

**LaunchLens – AI Product Intelligence Agent | LangGraph, LangSmith, Gradio**

**Sep 2025 – Present**

- **Built and launched LaunchLens**, an LLM-powered *product-intelligence agent* that automated competitor analysis and roadmap research for PMs across the organization.
- Automated competitor insight generation for product strategy reviews; cut manual analysis time by 85% (60→9 min), validated via tracked analyst sessions using multi-agent orchestration.

**n8n – Automation Workflows | OpenAI, LangChain, ElevenLabs**

**Sept 2025 – Present**

- Built and deployed 5 intelligent automation workflows across Gmail, LinkedIn, and voice assistants; collectively saved ~12 hrs/week for self teams (tracked via workflow run logs).
- Proved automation reliability with 99.3% success rate over 400+ runs, monitored via n8n dashboard metrics.

**AI SDR Agent with OpenAI Agents SDK | OpenAI Agents SDK, SendGrid**

**Aug 2025**

- Implemented an autonomous email engagement system; achieved 22% higher open rates and 17% faster response time, verified using SendGrid analytics over 3 pilot campaigns.

**Digital Twin – Personal AI Agent | Python**

**Aug 2025**

- Designed a resume-trained LLM agent to auto-answer professional queries; reduced manual screening effort by 90% (tested over 150 queries).
- Integrated with Pushover for instant alerts; maintained 99% uptime per system logs.

## PROFESSIONAL EXPERIENCE

**Technical Product Manager | NSP Systems, USA**

**Feb 2025 – Oct 2025**

- **Owned end-to-end development** and roadmap of an AI workflow for a sales travel platform, integrating n8n and Blotato for their marketing. Reduced planning cycle time (1 week → 15 minutes).
- **Reduced planning cycle time by 80%** by automating data ingestion, KPI computation, and visualization pipelines—improving throughput by 40%.

- **Partnered with data engineers and SREs** to optimize pipeline reliability (99% uptime) and inference latency (<250ms), embedding monitoring and alerting within CI/CD workflows.
- Led development of LLM-Driven internal knowledge assistant enabling natural language search across 10K documents, reducing retrieval time by 50%.
- Led cross-functional adoption and training, achieving 100% rollout within 3 months; presented success metrics and ROI outcomes to VP-level stakeholders to secure next-phase funding.

#### **Technical Product Manager – Product | Fresenius Medical Care, USA**

**Jan 2024 – Dec 2024**

- Owned end-to-end product strategy for **GenAI-powered HR Assistant** (Gemini + GCP) handling 10K+ monthly employee interactions; reduced response time by 30%.
- Designed and deployed a **GenAI-powered adaptive quiz system** using AWS Bedrock and Lambda to personalize patient education for hemodialysis.
- Achieved **100% completion rate and 30% nurse time savings** in a 2-week pilot, validated by clinical SMEs.
- Partnered with data engineers to manage **prompt cost optimization (–40%)** and establish a monitoring dashboard for response accuracy and bias tracking.
- Established KPIs, adoption metrics, and reporting dashboards (Power BI, Quikesight) for quarterly leadership reviews.

#### **Graduate Research Assistant | Robert H. Smith School of Business, USA**

**Jan 2024 – May 2024**

- Collaborated with 15+ corporate stakeholders to define digital onboarding platform requirements supporting strategic university–industry partnerships.
- Managed \$30K budget (8% under target) and reinvested savings to expand partner base by 33%.
- Designed and delivered a Figma-based prototype that accelerated partner commitment by 64%, influencing platform funding and scale-up decisions.

#### **Product Development Engineer | NTT Data, India**

**Aug 2021 – Jul 2023**

- Developed **AWS-based automation pipelines** and data frameworks foundational to enterprise planning and claims analytics systems.
- Introduced automated DevOps smoke testing, improving sprint velocity by **25%**.
- Authored 50+ product artifacts (user stories, BRDs, PRDs) to ensure traceability and alignment between business needs and delivery outcomes.
- Partnered with cross-functional stakeholders across engineering, QA, and DevOps to scale solutions supporting 15K+ transactions per month.

### **LEADERSHIP & IMPACT**

- Experienced in leading agile pods (5–10 members) across the U.S. and India, driving predictable delivery and team health.
- Regularly present at leadership reviews; known for transforming insights into data-backed strategic decisions.
- Advocate for responsible AI; contributed to internal playbooks for privacy and ethical LLM deployment.
- Mentored junior PMs and engineers on roadmap design, prioritization frameworks, and KPI alignment.

### **CERTIFICATIONS**

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