# Sampath Kumar Medarametla, PMP®

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## EXPERIENCE

**Project Manager, eBay Inc, Austin, TX**                               *10/2021 -12/2024*

- o  Championed the successful global deployment of eBay's conversational AI chatbot across five countries, including the US, UK, and Australia; achieved an increase in customer satisfaction ratings within the first quarter post-launch.

- o  Revamped development and quality assurance workflows by integrating automated testing procedures, which accelerated product release cycles by 7% and enhanced overall software reliability, resulting in fewer post-launch issues.

- o  Managed strategic partnerships with key third-party vendors to ensure timely delivery of critical project components. Negotiated timelines, monitored performance, and maintained strong working relationships to mitigate risks and optimize project outcomes.

- o  Led the migration of Kore's AI platform to AWS, achieving a 15% improvement in latency and optimizing cloud infrastructure for cost-efficiency; showcased strong project management and technical execution throughout the process.

- o  Led the successful on-time implementation of eBay's Interactive Voice Response (IVR) system in CA. Collaborated with cross-functional teams to ensure seamless integration and delivery within strict timelines.

- o  Trained and mentored five new team members through structured onboarding and personalized coaching sessions, reduced the time to achieve full productivity by 20% while enhancing overall team proficiency.

**Team Lead/Scrum Master, eBay Inc, San Jose, CA**                               *09/2019 – 09/2021*

- o  Improved testing efficiency through the implementation of a Cypress-based automation framework, resulting in a 3-day reduction in testing time per release cycle.

- o  Facilitated the adoption of a continuous integration and continuous delivery (CI/CD) pipeline, resulting in a 50% reduction in deployment time and a 20% decrease in production defects.

- o  Overcame complex technical challenges to implement microservices and KYC Authentication APIs for the payments 2.0 initiative, ensuring seamless integration with existing systems and supporting a user base of 147 million.

- o  Implemented a Kanban board and daily stand-ups, leading to a 20% decrease in project backlog and a 15% improvement in team collaboration.

**Agile Team Lead, eBay Inc, Seattle, WA**                               *04/2016 – 09/2019*

- o  Engineered a custom in-house content management system from the ground up, achieving a 30% reduction in content management expenses and facilitating seamless integration for 8 channels.

- o  Directed a team of five engineers in creating the "Espresso" email template framework, utilizing HTML, CSS, FTL, and JavaScript. which contributed towards generating $6 billion in revenue.

- o  Spearheaded eBay's global marketing initiative, collaborating with a team of 4 to execute 200 million personalized and non-personalized communications across 12 countries, enhancing brand visibility and customer engagement.

- o Led a successful Agile transformation, resulting in a 25% increase in team productivity and a 15% reduction in project cycle time.

**Systems Analyst, Google India, Hyderabad, AP** *02/2013 – 07/2014*

- o Directed the enhance the Crowdsource tool, leading a team of 5 to achieve an 80% improvement in code accuracy for Google Maps, directly impacting user experience and satisfaction.

- o Developed and trained advanced AI/ML algorithms that achieved 95% accuracy in image classification, leading to a 20% improvement in customer satisfaction and a 15% reduction in manual review time.

- o Fostered a positive and supportive learning environment for new team members, resulting in a 5% reduction in onboarding time and increased team efficiency.

**Skills:**

Risk Mitigation, Project Management, Project Plan, Stakeholder Management, Vendor Management, Technical Project Management, Project Planning, Digital Marketing, Smartsheet, Jira, Agile, Technical Requirements, Project Metrics, Sprint Planning, UI/UX, REST API, Spring boot, User Acceptance Testing, Risk Assessment, Oracle, Confluence, Excel, Java, Email Development,  Free marker Templating language, Spring boot, operations management, Deliverables Management, Platform development, API development, User Interface/User Experience, Framework Development, CRMg, User Interface Design, Agile Methodologies, Project Estimation, IT Project & Program Management, Project Management Office (PMO), Software Development Life Cycle, Project Coordination.

## EDUCATION

**Master's in computer information systems, Murray State University • Murray, KY** *08/2014-12/2015*

## CERTIFICATIONS

**Project Management Professional (PMP) (Project Management Institute)** *01/2023 – 01/2029*

## INVOLVEMENT

**Association of Information Technology Professionals (AITP)**

- • Coordinated weekly tutoring sessions for 20 students in STEM subjects, leading to a marked improvement in GPA.
- • Led the charity events securing 5k in funding for ISA at Murray, to support community outreach.

**IT's Elite Club**

- • Led 5 committees, for successful execution of organized events at college.