

Sampath Medarametla, PMP®

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SUMMARY

Globally-Minded project/program manager with a proven track record of success in leading and delivering complex projects on time and budget with proficiency in handling global and cross-functional teams.

EXPERIENCE

Project/Program Manager Customer Service Technology

eBay Inc

October 2021 - Present, Austin, TX

- Facilitated and coordinated cross-functional teams, including Leadership, Engineering, and Business teams, to ensure the timely release of 4 projects.
- Facilitated Business Requirements Gathering, which resulted in a 5% improvement in the time of sequencing tasks.
- Defined the OKR's and KPI's which defined success for the projects.
- Streamlined development and quality hand-off process, reducing product release time by 10%.
- Implemented systems to prioritize and track user stories effectively, leading to the backlog and Sprint Management efficiency.
- Ensured successful delivery of projects and critical deliverables on-time and under budget.
- Analyzed project profitability, forecasting, and reporting metrics to ensure program success.
- Reduced the Infrastructure cost by 5% by prioritizing Tech debt that enhances the performance.

Skills used: Leadership, Communication, Budget Planning, Risk Mitigation, Project Management, Project Plan, Stakeholder Management, Program Management, Multi-tasking, Project Performance, Organization Skills, Presentation Skills, Product Management, Technology Leadership, Analytical Skills, Product Delivery, Operations, Business Requirements, Technical Project Management, Smartsheet, Jira, Kanban, Agile Software Development, Process Mapping, Business Process, Strategic Planning, Customer Experience, Technical Requirements, Functional requirements, Project Metrics, Critical Thinking, PowerPoint Presentation, Data Analytics.

Project Lead/ SCRUM Master, Payments eBay Inc

September 2019 - September 2021, San Jose, CA

- Implemented a Cypress-based automation framework that saved 100 hours of manual testing time per release.
- Created a RESTful API for regression testing used by 3 development teams.
- Successfully scoped and estimated timelines for all Automation Framework deliverables, resulting in no project delays.
- Improved regression testing time by 60%, reducing overhead time for each release by 15%.
- Contributed to the Payment 2.0 Initiative by implementing microservices and authentication APIs used by 147 million active users.
- Maintained and migrated legacy onboarding applications and user interfaces.

Skills used: Team Management, Product Development, Sprint Planning, UI/UX, REST API, Java, Spring boot, User Acceptance Testing, Quality Assurance, Requirements Management, Sprint Planning, Risk Assessment, Root Cause Analysis, Team building, Oracle Database, Jira, Confluence, Smartsheet, Google Sheets.

Project Lead, Marketing Technologies

eBay Inc

April 2016 - August 2019, Seattle, WA

- Oversaw the operations of delivery of 100 million emails across AMER, EMEA, and APAC.
- Improved UX by reviewing campaign metrics and implementing A/B testing, resulting in a 10% increase in click-through rate.
- Facilitated the integration of Google's AMP framework with marketing emails, resulting in a 20% increase in open rate.
- Supervised development and implementation of the "Espresso framework," which personalized the email content for users and led to an improvement of 6% engagement rate.
- Authored data personalization APIs for marketing emails, which increased customer lifetime value by 5%.
- Mentored team to improve efficiency by adopting new frameworks, resulting in a 15% reduction in development time.

Skills used: Java, HTML, Email Development, Freemarker Templating language, JavaScript, CSS, Application Development, Springboot, Business operations, Team Management, Deliverables Management, Platform Development, Portal development, API Development, User Interface/User Experience, Framework Development, Google Tools Integration, Customer Relationship Marketing

Analyst, Google Maps

Google

February 2013 - July 2014, Hyderabad, AP

- Analyzed data and processes to improve the efficiency and effectiveness of image processing algorithms, resulting in a 60% increase in team efficiency.
- Improved geo-code accuracy by defining an effective process based on data analysis, resulting in a 10% increase in accuracy.
- Trained and mentored new teams on processes and tools, resulting in a 20% increase in team productivity.
- Analyzed current processes and define process improvements for project teams, resulting in a 15% reduction in project timelines.
- Automated 30% of manual processes, resulting in a 60% increase in team efficiency.

Skills used: Technical Analysis, AI/ML Training, Leadership, Functional Requirements, Documentation, Presentation, Google Suite, Algorithms, Performance Analysis, Application Development, Team building.

PROJECTS

Global Customer Experience

eBay Inc • October 2021 - Present

- Led implementation of an AI-based chatbot technology that improved customer service by providing 24/7 support and answering customer questions more accurately.
- Implemented a voice-based interactive application that allowed customers to interact with the company using natural language.
- Centralized the customer knowledge base, making it easier for customers to find the needed information.
- Implemented an agent support application that gave agents the tools to provide better customer service.

Payments

eBay Inc • September 2019 - September 2021

- Led the implementation of microservices as part of the Payment 2.0 Initiative.
- Revamped legacy interfaces and APIs, making them more efficient and easier to use, resulting in a 5% decrease in customer support tickets.
- Implemented a Cypress-based automation framework for a faster development life cycle, resulting in a 20% increase in development productivity.

Customer Relationship Marketing

eBay Inc • April 2016 - August 2019

- Content Personalization across Email, App Notification, Browser Notification, Paid Social, Display Ads & Paid Search channels.
- Campaign Management across AMER, APAC, and EMEA Markets.
- Platform Development and Email Framework Development.

Google Maps

Google • February 2013 - July 2014

- Contributed to improving Image Processing Algorithms and Processes.
- Helped Improve Geo-Code Accuracy.
- Mentoring Teams and People on Processes and Tools.

EDUCATION

Masters In Information Systems

Murray State University • Murray, KY • 2015

Bachelor of Technology in Information Systems

JNTU Kakinada • Guntur, AP • 2012

CERTIFICATIONS

Project Management Professional (PMP)

Project Management Institute • 2023

COURSEWORK

CS50's Introduction to Computer Science

Harvard University • Problem Solving, Coding, Application Development • 2015

INVOLVEMENT

Association of Information Technology Professionals (AITP)

Murray State University • Tutor • September 2014 - December 2015

IT's Elite Club

JNTU Kakinada • President • September 2010 - June 2012