Sampath Kumar Medarametla, PMP®

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Program Manager | Project Manager | AI & Cloud Delivery Leader

Strategic Program Manager with 8+ years of experience leading global AI, Cloud, and platform engineering initiatives. Proven track record of delivering large-scale programs through hands-on leadership in program strategy, cross-functional execution, and stakeholder alignment across AWS and Azure environments. Adept at optimizing operations, scaling solutions, and driving measurable business impact. Focused on innovation at scale through data-driven decision-making, clear communication, and operational excellence.

EXPERIENCE

Project Manager, eBay Inc, Austin, TX | Oct 2021 – Present

- Led global rollout of a generative AI chatbot across 5 countries (US, UK, AU, etc.), improving CSAT by streamlining customer support interactions.
- Built and maintained cross-functional partnerships with AI vendors (Kore, Genesys), ensuring alignment across engineering, product, and stakeholder teams.
- Led migration of Kore's AI stack to AWS Cloud, resulting in 15% latency improvement and enhanced infrastructure efficiency.
- Delivered Interactive Voice Response (IVR) rollout for Canadian market; ensured zero downtime and seamless integration across backend systems.
- Designed and executed a structured communication plan including weekly status reports, risk logs, and stakeholder-specific dashboards to ensure project transparency.
- Built scalable program frameworks and tooling from ground up to support new AI-driven customer experience workflows, now operational across 5 countries.
- Partnered with data operations teams to define labeling criteria and quality metrics for AI model training, ensuring consistent data integrity across vendor streams.

Project Manager, eBay Inc, San Jose, CA | Sep 2019 – Sep 2021

- Implemented Cypress automation framework, reducing QA cycle by 3 days per release.
- Facilitated change management across internal teams, ensuring minimal disruption during the adoption of CI/CD pipelines and automation tools.
- Drove integration of platform microservices and KYC APIs, aligning with cross-team dependencies across compliance, backend, and devops teams.
- Optimized team throughput with Agile practices, reducing backlog by 20%.

Project Lead, eBay Inc, Seattle, WA | Apr 2016 – Sep 2019

- Built a custom CMS, lowering content ops costs by 30% and supporting 8+ distribution channels.
- Led a 5-person team to develop the "Espresso" email framework, increasing marketing ops efficiency by 15%.
- Spearheaded eBay's global marketing initiative, collaborating with an operations team of 4 to

execute 200 million personalized and non-personalized communications across 12 countries, enhancing brand visibility and customer engagement.

- o Drove Agile transformation, raising team velocity by 25% and reducing delivery cycles by 15%

Systems Analyst, Google India, Hyderabad, Telangana | Feb 2013 – Jul 2014

- o Enhanced Google Maps crowdsource tool, improving code accuracy by 80% and user trust.

- o Trained advanced AI/ML algorithms that achieved 95% accuracy in image classification.

- o Supported onboarding processes that improved team efficiency by 5%.

SKILLS

AI & Cloud Exposure
Conversational/Generative AI (Chatbots) • IVR Systems • Machine Learning Models • Image Classification • Cloud Migrations (AWS) • Crowdsource Data Processing

Project & Program Management
Program Increment Planning • Project Management • Technical Project Management • IT Project & Program Management • Project Planning • Project Estimation • Risk Mitigation • Risk Assessment • Stakeholder Management • Deliverables Management • Project Coordination • Project Metrics • Project Plan • Project Management Office (PMO)

Leadership & Collaboration
Cross-Functional Team Leadership • Vendor Management • Executive Reporting • Team Mentorship • Communication in Ambiguity

Agile & Methodologies
Kanban • Agile Methodologies • Scrum • Sprint Planning • Software Development Life Cycle (SDLC)

Business & Operations
Operations Management • Digital Marketing • Email Marketing

Tools & Platforms
Jira • Smartsheet • Confluence • Excel • Oracle • CRM • Power BI • Tableau • PowerPoint

Technical & Development Skills
AWS • Google Cloud • Java • Spring Boot • REST APIs • Cypress • Git

EDUCATION

Master of Science in Information Systems, Murray State University • Murray, KY

CERTIFICATIONS

Project Management Professional (PMP)   **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 charity events, securing $5K in funding for the business department at Murray State, to support community outreach.

IT's Elite Club

• Led 5 committees to successfully organize events and drive student engagement.