

# MRUDULA SREENATH

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## OBJECTIVE

I am seeking Product Manager roles with a mission to create impactful products that drive positive societal change. Leveraging expertise in customer engagement and technical know-how, I excel in collaborating with diverse teams to solve complex problems and exceed customer expectations. Ready to lead transformative initiatives that deliver value and leave a lasting impact.

## WORK EXPERIENCE

### AT&T (Contract)

Atlanta, GA

Software Engineer

July 2022 – Present

- ◆ Developed and maintained the OPUS, point-of-sale application for AT&T store agents to provide customer service solutions.
- ◆ Analyzed business requirements to design functionalities and facilitated project handovers between product and testing teams.
- ◆ Designed and coded APIs:
  - To update rate plan, promotions, or rewards according to business needs impacting 2,000+ AT&T stores nationwide.
  - To authenticate customers and block fraud accounts, enhance security on flagged accounts.
- ◆ Optimized application performance reducing response time by ~7s through code refactoring and process improvements.
- ◆ Planned the roadmap for the new framework to adapt and migrate existing scenarios through team collaboration.
- ◆ Managed production readiness through regression and sanity testing, reducing critical production issues by 10%.
- ◆ Mentored and helped onboard new hires within the Automation testing team.

### Mitsubishi Electric Power Products Inc. (MEPPI)

Atlanta, GA

Systems Studies Engineer I

Aug 2020- June 2022

- ◆ Spearheaded software development initiatives for real-time electrical system modeling and data processing, achieving a 70% improvement in result accuracy through enhanced scripts for broad data collection.
- ◆ Produced high-quality reports with extensive data analysis and results of various studies, for customers and internal stakeholders.

### Mott MacDonald

Atlanta, GA

Engineer II

July 2019- June 2020

- ◆ Collaborated with 20+ clients annually, translating their needs into design enhancements.
- ◆ Facilitated client discussions to identify project components, leading to a 20% reduction in procurement lead time via optimized supply chain management.

## SKILLS

**Languages, database and tools:** Java, JavaScript, MySQL, MongoDB, PostgreSQL, JIRA, Postman, Jenkins, Tableau, Figma

**Project Management:** Agile Project management, Project scoping and planning, Process improvement, Budget & cost analysis, Asana & Trello software, Excellent stakeholder communication

## EDUCATION

University of Southern California, Los Angeles, CA

Aug 2017- May 2019

Master of Science in Electrical Engineering

Dr. Ambedkar Institute of Technology, India

Aug 2013- May 2017

Bachelor of Engineering in Electrical and Electronics

Certificates: Google Project Manager Certificate

Aug 2024

## PROJECTS

### Tablet Rollout Project| Course related- Google Project Management

- ◆ Applied project management and planning to support 'Sauce and Spoon' to rollout tabletop menu tablets at 2 restaurant locations.
- ◆ Utilized Asana and Trello for task tracking, conducted budget analysis, and ensured effective stakeholder communication.

### Cloud-Based Web Application

- ◆ Deployed and configured a dynamic web application facilitating users to request cab rides. Developed an intuitive HTML-based user interface enabling users to specify pickup locations. Used Lambda, API Gateway and DynamoDB to manage API requests.

## LEADERSHIP EXPERIENCE

### Event Coordinator, Association of Indian Students, USC

Lead one of the ten teams under the umbrella of the association, and organized events bordering cultural and professional domains.