

PHANI SAI RAM MUNIPALLI

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WORK EXPERIENCE

PRODUCT MANAGER, WALMART U.S

Sunnyvale, CA

Address Management, Last Mile Delivery Product (Internship)

May 2023 – August 2023 (3 months)

- Led 2 key cross-functional initiatives, **leading to \$M+ in annual savings** with a 29% reduction in delivery costs by voicing On-Demand delivery problems as a customer.
- **Boosted customer NPS by 1.35 points** by improving the final 100 feet of the delivery experience with a comprehensive product strategy for reducing missing orders by 13% during apartment deliveries.
- Spearheaded the development of 2 innovative solutions, leading to a **23% uplift in customer satisfaction** and a notable reduction in the 'Lost After Delivery' KPI by addressing multi-unit delivery problems.
- Authored **2 comprehensive Product Requirement Documents (PRDs)** and **7 one-pagers**, streamlining stakeholder alignment and accelerating product enhancement processes to reduce address issues.

SOFTWARE ENGINEER II, WALMART GLOBAL TECH

Chennai, India

Fulfillment Product, U.S Omni Tech (Full Time)

June 2020 – July 2022 (2 years)

- Launched Walmart Fulfillment Services (WFS), **achieved 2 day delivery for 60% of nationwide orders** in the USA with cross functional collaboration of 4 teams (engineering, design, data analytics and business stakeholders).
- Directed four engineers in the creation of 16 REST APIs for 'Rx Pharmacy,' resulting in a **34% cost reduction in SDK builds**.
- Implemented Agile Scrum methodologies, **accelerating product time-to-market by 57%** within four months.
- Designed an Express Data Migration system, enhancing data processing capacity by 6x, facilitating 2M+ daily order transfers to Azure Cloud.

SOFTWARE DEVELOPMENT ENGINEER, IBM

Bangalore, India

AT&T Revenue Generation Cloud SaaS Product (Full Time)

March 2018 – June 2020 (2.3 years)

- Led the modernization of a legacy system into a Java Microservices architecture, **boosting web and mobile user engagement by 76% within 11 months** through improved response rate.
- **Cut memory usage by ~35%** on a developer platform, through improved coding practices and algorithm optimization, increasing the ability to run 14 high-load applications simultaneously with <1% lag.
- Optimized 7 CI/CD pipelines by automating deployments into Google Cloud, **expedited by 5x** using Jenkins and Kubernetes.
- Executed a data search service overhaul, **reducing response time from 350ms to 20ms** by refining SQL Query Execution Plans.

PROJECTS and SKILLS

- LinkPlus: Leveraged OpenAI's GPT-4 API to create a LinkedIn profile enhancement tool using React.js and Typescript.
- Subspire: Led a small team through the product lifecycle to build a subscription management platform using AWS services.
- InSearch: Created a serverless app to search Amazon items using an image (Serverless Framework, AWS Rekognition, Lambda).
- QR Saver: Engineered a cloud-based QR code repository (Javascript, AWS DynamoDB, Auto Scaling & Load Balancer).
- Skills & Tools: Agile & Scrum Methodologies, Product Lifecycle Management, Strategic Planning, User Experience Design, Medallia, Tableau, Confluence, JIRA, Figma, InVision, Microsoft 365, Google Analytics, Adobe Creative Cloud.

LEADERSHIP & INDUSTRY ENGAGEMENT

FOUNDER & HOST | "The Hustle Chapters" Podcast

April 2023 – Present

Grew a decision-making tech podcast to 500+ listeners and 3K+ Spotify impressions through interviews with product leaders.

CHIEF TECHNOLOGY OFFICER | Indian Students Organization, SJSU

August 2022 – July 2023

Amplified engagement by 75% among a 1000+ member community through strategic technology initiatives.

EDUCATION

SAN JOSE STATE UNIVERSITY (SJSU)

San Jose, CA

Master of Science in Software Engineering (Specialization in Cloud Computing)

Expected May 2024

Relevant Coursework: Cloud Technologies (AWS, Azure, GCP), Enterprise Software Platforms, Machine Learning.

AWARDS and CERTIFICATIONS

Bravo Award, 2 Innovation Awards, 2 Speedster Badges | AWS Cloud Quest: Cloud Practitioner, SJSU 2023 Leadership.