PHANI SAI RAM MUNIPALLI

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EDUCATION

SAN JOSE STATE UNIVERSITY San Jose, CA
Master of Science in Software Engineering (Cloud & Mobile Computing) Expected May 2024
Relevant Coursework: Cloud Technologies (AWS, Azure, GCP), Enterprise Software Platforms, Machine Learning.

WORK EXPERIENCE

PRODUCT MANAGER (Address Management, Last Mile Delivery Product) Sunnyvale, CA
WALMART U.S (Internship) May 2023 – Aug 2023
- Established a transformative product vision for "Smart Access to Apartments" that **drove a 13% reduction in missing orders** and **1.35 point increase in customer NPS** by enhancing the final 100 feet of delivery experience.
- Architected and **steered 2 strategic cross-functional initiatives** to identify and address On-Demand delivery pain points, **leading to $$M+ in annual savings and a 29% reduction in delivery costs.**
- Pioneered 3 innovative solutions with a comprehensive competitive analysis to reduce the Lost After Delivery KPI for multi-unit dwellings, elevating customer experience and **improving driver satisfaction by 23%**.
- Spearheaded **development of new "Address Accuracy" KPI** to spotlight customer data health for executives. Led analytics and **built a Tableau dashboard that leadership used to track** this vital metric on a weekly basis.

SOFTWARE ENGINEER II (Fulfillment Product, U.S Omni Tech) Chennai, India
WALMART GLOBAL TECH (Full Time) Jun 2020 – Jul 2022
- Led a team of 4 engineers to **build, test, and deploy 16+ REST APIs** for an end-to-end Rx Pharmacy product; devised and executed a strategic product roadmap, resulting in a **34% reduction in operational costs**.
- Launched Walmart Fulfillment Services (WFS), **achieved 2 day delivery for 60%** of nationwide orders in the USA by collaborating with cross functional teams, including engineering, design, and business stakeholders, to ensure seamless product launch.
- Championed Agile methodologies and evangelized product thinking, forecasts, metrics, velocity, and cycle time, **reducing time-to-market by 57% in 4 months** of implementation.
- Developed and implemented an Express Data Migration system using Python-MySQL, **boosting processing capacity by 6x** and enabling seamless transfer of 2M+ orders per day from on-premise servers to Azure Cloud.

SOFTWARE ENGINEER (AT&T Revenue Generation Cloud SaaS Product) Bangalore, India
IBM (Full Time) Mar 2018 – Jun 2020
- Led the transformation of a monolithic into **Microservices** architecture, enhancing self-service features on the Web UI and Mobile with in-app guidance, leading to a **27% increase in user engagement in 3 months** and 76% in 11 months.
- **Cut memory usage by ~35%** through improved coding practices and algorithm optimization, increasing the ability to run 18 intensive applications simultaneously with <1% lag.
- Optimized 7 CI/CD pipelines for automating deployments into Google Cloud, **expedited by 5x** using Jenkins and Kubernetes.
- **Analyzed 4 SQL Query Execution Plans** for optimizing data search service, **minimized response time from 350ms to 20ms.**
- Improved code quality by **fixing 5 critical bugs** in 3 core codebases integrating SonarQube, **produced 92% security metric.**

LEADERSHIP EXPERIENCE

CHIEF TECHNOLOGY OFFICER (Indian Students Organization, SJSU) Aug 2022 – Jul 2023
Catalyzed technology-driven initiatives, amplifying engagement among 1000+ Indian Students On-Campus.

TECHCRUNCH VOLUNTEER (TechCrunch Disrupt) Oct 2022
Headed seamless attendee check-in for over 2000 participants, enforcing Proof of Identity and Vaccine card compliance, streamlining event entry along with 600+ Badge Checks at the Round Table Lounge.

SKILLS & INTERESTS

- Skills: Java, ReactJS, REST APIs, Node, SQL Execution Plans, MySQL, AWS, Software Lifecycle and Product Management.
- Tools: Medallia, Tableau, Confluence, JIRA, Figma, InVision, Microsoft 365, Google Analytics, Adobe Creative Cloud.
- Projects: GiftGenGPT (Product) | Subspire (GitHub) | InSearch (GitHub) | QR Saver (GitHub).
- Awards: Bravo Award | 2 Innovation Awards | 2 Speedster Badges.
- Certifications: Product-Led Certified by "Mind The Product" | AWS Cloud Quest: Cloud Practitioner | **SJSU 2023 Leadership**.