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 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** with a 13% reduction in missing orders by optimizing the final 100 feet of the delivery experience with a comprehensive product strategy of "Smart Access to Apartments".
- Pioneered 3 innovative solutions through competitive analysis and feedback from Medallia, reducing the Lost After Delivery KPI for multi-unit dwellings and **increasing customer satisfaction by 23%**.
- Authored **2 comprehensive Product Requirement Documents (PRDs) and 7 one-pagers**, expediting cross-functional stakeholders alignment with product reviews and a collaborative vision to reduce lost packages.

SOFTWARE ENGINEER II (WALMART GLOBAL TECH)   Chennai, India
Fulfillment Product, U.S Omni Tech (Full Time)   June 2020 – July 2022 (2 years)
- Led a team of 4 engineers to build 16 REST APIs for 'Rx Pharmacy' product development, **reducing SDK build costs by 34%**.
- 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).
- Championed Agile methodologies like Scrum and **reduced 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 DEVELOPMENT ENGINEER (IBM)   Bangalore, India
AT&T Revenue Generation Cloud SaaS Product (Full Time)   March 2018 – June 2020 (2.3 years)
- Led the transformation of a monolithic design into **Java Microservices** architecture, enhancing self-service features on the Web UI and Mobile with in-app guidance, leading to a **76% increase in user engagement within 11 months**.
- **Cut memory usage by ~35%** on an internal developer platform, through improved coding practices and algorithm optimization, increasing the ability to run 14 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 Queries Execution Plans** for optimizing data search service, **minimized response time from 350ms to 20ms.**

PROJECTS and SKILLS

- LinkPlus: Developed to boost LinkedIn profiles with creative headlines using Open AI's GPT-4 API, React.js and Typescript.
- Subspire: Built a Subscriptions Management platform with 3 developers, led end-to-end product lifecycle management.
- InSearch: Created a serverless app to search Amazon items using an image (Serverless Framework, AWS Rekognition, Lambda).
- QR Saver: Built QR Codes storage on the cloud for easy access (Javascript, AWS DynamoDB, Auto Scaling & Load Balancer).
- Skills & Tools: Medallia, Tableau, Confluence, JIRA, Figma, InVision, Microsoft 365, Google Analytics, Adobe Creative Cloud.

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.
Extracurricular: CTO of Indian Students Org, SJSU 2023 Leadership Award, **Founder & Host** of "The Hustle Chapters" podcast.

LEADERSHIP EXPERIENCE

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

TECHCRUNCH VOLUNTEER (TechCrunch Disrupt)   October 2022
Headed attendee check-in for over 2000 participants, streamlining event entry with 600+ Badge Checks at the Round Table Lounge.

AWARDS and CERTIFICATIONS

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