

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.

SKILLS and PROJECTS

- Product Management, Software Development, Cloud Computing, Java, Python, Microservices, SQL Optimization, REST APIs and SDKs, Jenkins, Kubernetes, Agile SCRUM, Competitive Analysis, Cross-functional Collaboration, PRDs, Data Analysis.
- Tools: Medallia, Tableau, Confluence, JIRA, Figma, InVision, Microsoft 365, Google Analytics, Adobe Creative Cloud.
- Projects: GiftGenGPT ([Product](#)), Subspire ([GitHub](#)), InSearch ([GitHub](#)), QR Saver ([GitHub](#)).

WORK EXPERIENCE

PRODUCT MANAGER (Address Management, Last Mile Delivery Product)

Sunnyvale, CA

WALMART U.S (Internship)

May 2023 – August 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 **led 2 strategic cross-functional initiatives** by identifying and addressing 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)

June 2020 – July 2022

- Led a team of 4 engineers to develop and deploy 16 REST APIs for an Rx Pharmacy product, reducing **SDK build costs by 34%.**
- Launched Walmart Fulfillment Services (WFS), **achieved 2 day delivery for 60%** of nationwide orders in the USA by collaborating with 4 cross functional teams, including engineering, design, data analytics and business stakeholders.
- Championed Agile methodologies like Scrum 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)

March 2018 – June 2020

- Led the transformation of a monolithic design into **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 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 Queries 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)

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, **SJSU 2023 Leadership.**