PHANI SAI RAM MUNIPALLI

San Jose, CA | +1 (425) 545-3359 | phanisaimunipalli.me

phanisaimunipalli@gmail.com | linkedin.com/in/iamphanisairam | github.com/phanisaimunipalli

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EDUCATION

SAN JOSE STATE UNIVERSITY San Jose, CA

Master of Science in Software Engineering Expected Jan 2024

Chief Technology Officer for Indian Students Organization of SJSU.

WORK EXPERIENCE

PRODUCT MANAGER (Address Management, Last Mile Delivery Product) Sunnyvale, CA

WALMART U.S (Internship) May 2023 – Present

- Steering the Address Management system, collaborating with cross-functional teams to identify target customers and market segmentation; **achieved 65% adoption rate** and created a **platformization strategy** to expand in the gig economy.
- Developing a transformative product vision and strategy for "Smart Access into Buildings," leading to a 30% reduction in return or missing orders and **boosting customer satisfaction by 23%**.
- Engineering innovative solutions to decrease the Lost After Delivery KPI in multi-unit and apartment complexes by 47%, elevating customer experience and improving **driver satisfaction by 22%**.
- Executing a comprehensive competitive analysis for On Demand Delivery and Drop-off locations, enhancing **address accuracy by ~6%** and **reducing delivery errors by 13%**.
- Optimizing the Address Management System (AMS) by incorporating precise geo-coordinates, resulting in a 20% improvement in On-Time Delivery (OTD) KPI and achieving a 33% accuracy rate for delivery routing.

GRADUATE RESEARCH ASSISTANT (Explainable AI Conversational Agents) San Jose, CA

SAN JOSE STATE UNIVERSITY (On-Campus) Jan 2023 – May 2023

Conducting literature reviews and summarizing an average of 24 relevant technical papers per month and development of datasets using ChatGPT, resulting in an **accuracy rate of 80% or higher** in scientific research on the Conversational Search.

SOFTWARE ENGINEER II (Fulfillment Product, U.S Omni Tech) Chennai, India

WALMART GLOBAL TECH (Full Time) Jun 2020 – Jul 2022

- Led 4 engineers to assess the gap between existing product's data model and proposed solution, developed a new strategy and product roadmap, and **saved operational costs by 34%**.
- 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.
- Discovered a new product opportunity and designed an Express Data Migration product using Python for on-premise servers to Azure Cloud, **boosted 6x** by **processing 2M+ orders** during Thanksgiving 2021.

SOFTWARE ENGINEER (AT&T Revenue Generation Cloud SaaS Product) Bangalore, India

IBM (Full Time) Mar 2018 – Jun 2020

- Transformed Monolithic application into Microservices in backend and elevated self-service features on frontend UI of Web and Mobile with in-app guidance, **increased user engagement by 27%** in 3 months and **76% in 11 months**.
- Researched market trends and defined value proposition of Micro Frontends UI for a customized Salesforce product experience to users, **lowered build costs by 40%**.
- 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, **achieved 92% security metric**.

ADDITIONAL INFORMATION

- Skills: Java, ReactJS, Node, SQL Execution Plans Analysis, MySQL, AWS, Software and Product Lifecycle Management.
- Tools: Medallia, Tableau, Confluence, JIRA, Figma, InVision, Microsoft 365, Google Analytics.
- Projects: GiftGenGPT (Product) | Subspire (GitHub) | InSearch (GitHub) | QR Saver (GitHub)
- Awards: Bravo Award | 2 Innovation Awards | 2 Speedster Badges.
- Certifications: Product Management - Building a Product Roadmap | Product-Led Certified by "Mind The Product".