

# PHANI SAI RAM MUNIPALLI

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## EDUCATION

### SAN JOSE STATE UNIVERSITY

Master of Science in Software Engineering (Cloud & Mobile Computing)

San Jose, CA

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

- Developed a transformative product vision and strategy for "Smart Access into Buildings," leading to a **30% reduction in missing orders** and **boosting customer satisfaction by 23%**.
- Engineered 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%**.
- Executed a comprehensive competitive analysis for On Demand Delivery and Drop-off locations, enhancing **address accuracy by ~6%** and **reducing delivery errors by 13%**.
- Identified critical pain points within the final 100 feet of Last Mile Delivery and orchestrated 2 strategic initiatives that led to a remarkable reduction in "Lost After Delivery" incidents.

### 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 I (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, **produced 92% security metric**

## LEADERSHIP EXPERIENCE

### CHIEF TECHNOLOGY OFFICER (Indian Students Organization, SJSU)

Aug 2022 – Jul 2023

Spearheaded technology-driven initiatives, amplifying engagement among 1000+ Indian Students On-Campus.

### TECHCRUNCH VOLUNTEER (TechCrunch Disrupt)

Oct 2022

Managed seamless attendee check-in for over 1000 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, 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-Led Certified by "Mind The Product" | AWS Cloud Quest: Cloud Practitioner | SJSU 2023 Leadership.