

PHANI SAI RAM MUNIPALLI

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EDUCATION

SAN JOSE STATE UNIVERSITY

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

Relevant Coursework: Cloud Technologies (AWS, Azure, GCP), Enterprise Software Platforms, Machine Learning.

San Jose, CA

Expected May 2024

WORK EXPERIENCE

PRODUCT MANAGER (Address Management, Last Mile Delivery Product)

WALMART U.S (Internship)

Sunnyvale, CA

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)

WALMART GLOBAL TECH (Full Time)

Chennai, India

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)

IBM (Full Time)

Bangalore, India

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)

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

Aug 2022 – Jul 2023

TECHCRUNCH VOLUNTEER (TechCrunch Disrupt)

Managed 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.

Oct 2022

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.