PHANI SAI RAM MUNIPALLI

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Product Manager with 4+ years in customer-facing product development with end-to-end platform innovation, led teams at IBM & Walmart to deliver multi-million dollar annual savings, achieving 81% improved platform performance.

WORK EXPERIENCE

PRODUCT MANAGER, WALMART U.S   Sunnyvale, CA
Address Management, Last Mile Delivery Product (Internship)   May 2023 – August 2023 (3 months)
- Boosted customer NPS by 1.35 points and **reduced missing orders by 13% through a holistic product strategy** for 'Smart Access to Apartments' by designing a "Smart Key" for drivers, ensuring secured neighborhood deliveries.
- Led 2 cross-functional initiatives, **leading to $$M+ in annual savings** by identifying key On-Demand delivery problems.
- Pioneered 2 innovative solutions through market research, competitive analysis and customer feedback, reducing the 'Lost After Delivery KPI' for multi-unit dwellings, resulting **23% uplift in customer experience.**
- **Authored 2 comprehensive Product Requirements Documents (PRDs)** with user stories **and 7 one-pagers**, expediting product review with cross-functional alignment and product metrics.

SOFTWARE ENGINEER II, WALMART GLOBAL TECH   Chennai, India
Fulfillment Product, U.S Omni Tech & E-Commerce (Full Time)   June 2020 – July 2022 (2 years)
- Led a team of 4 engineers in the development of 16 REST APIs for 'Pharmacy' product, **34% reduction in SDK build costs**.
- Led product launch of Walmart Fulfillment Services (WFS), **enabling 2-day delivery for 60% of nationwide orders** in the USA, achieved through cross-functional collaboration with 4 teams (engineering, design, data analytics, and business stakeholders).
- Championed Agile methodologies (Scrum) and **reduced go-to-market time by 57% in 4 months** of roadmap 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 with backend application development, leading to a **76% improvement in user experience and engagement**.
- **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 life-cycle 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 AWS cloud for easy access (Javascript, AWS DynamoDB, Auto Scaling & Load Balancer).
- Skills & Tools: Agile & Scrum Methodologies, Product Management, Storytelling, Strategic Planning, Git, User Experience (UX), Software Development, Medallia, Tableau, Confluence, JIRA, Figma, Microsoft 365, Google Analytics.

EDUCATION

SAN JOSE STATE UNIVERSITY (SJSU)   San Jose, CA
Master of Science in Software Engineering (Specialization in Cloud Computing)   Dec 2023
Relevant Coursework: Cloud Technologies (AWS, GCP, Azure), Enterprise Software Platforms, Machine Learning.

LEADERSHIP & INDUSTRY ENGAGEMENT

FOUNDER & HOST | "The Hustle Chapters" Podcast   April 2023 – Present
Grew a decision-making tech podcast to 500+ listeners and 3K+ Spotify impressions through interviews with product leaders.

CHIEF TECHNOLOGY OFFICER | Indian Students Organization, SJSU   August 2022 – July 2023
Amplified engagement by 75% among a 1000+ member community through strategic marketing and technology initiatives.