

Ravi Kalla (Senior Manager in Software Engineering)

Amazon | Engineering Management | Technical Leadership | Project Management | Recruiting | Communication | Cross-Functional Collaboration | AWS Certified Architect | Developer

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Engineering Leader

Results-Oriented and Empathetic Engineering Leader with over 17 years of experience in developing high throughput applications in banking and finance industry. Expertise in cloud-native architecture, DevOps implementation, and cost optimization strategies. Recognized with awards like "Best Project Manager", "Most Efficient Project" & "Most Valuable Player".

Professional Experience

Amazon Alexa, Senior Manager, Seattle, WA

Nov 2024 – Present

Lead 2 teams with 12 engineers to build Alexa+ capabilities that serves 10 Million customers

- **Achieved a ~33% reduction in system latency**, enhancing the quality and responsiveness of shopping experiences through better grounding in real-time product data and by doing **expert selection, query planning**, and **response generation** within **Rufus LLM**.
- Led a two-phase rollout strategy Shopping: in the short term, migrated planning and response generation to AlexaNative LLM to reduce latency while preserving conversational quality; in the long term, partnered with the Rufus LLM team to extend context window size (8K -> 50K tokens) and enhance model personality for more natural and scalable interactions.
- **Architected and led the optimization of the Product Q&A (PQA) system** within Alexa Shopping, addressing latency challenges in a multi-LLM setup involving Amber (expert orchestrator) and Rufus (Amazon-trained LLM).

CapitalOne, Sr. Manager, McLean, VA

Jul 2021 - Nov 2024

Led a team of 21 engineers to build first of a kind platform in CreditCard Industry to manage core transactions internally and saved \$30M/Year:

- "BestProjectManager Q2 2024" award for mentoring Managers and Engineers (21 engineers)
- Saved \$30M/Year (TSYS vendor fees) by building this app in a short period of 6 months
- Brought alignment with PM, TPM and Senior Leadership Team on the relative priority of use cases
- Brought clarity to Architecture Team and Managers on which use-cases to make progress on
- Drove the collaboration discussions with partner teams on the dependencies and their timelines
- Brought in multiple process enhancements at organization level to reduce flight risks of the associates

Led a team of 19 engineers to build a 'Sensitive Data Detection Platform' that costed 66% lower than AWS Macie

- "Most Efficient Project Award for 2023" for the team I led
- Saved \$1.5M/Month by using Reactive Programming concepts and ML Regression Models
- Worked on a Performance Improvement Plan for 2 engineers
- Introduced OKRs under my director that gave clear vision to all teams

Synechron, Manager & Architect, Charlotte, NC

Jul 2018 - Jul 2021

Managed DevOps Engineering team of 24 engineers for TIAA:

- Saved 80% of DevOps onboarding time by building a SelfServiceOnboardingPortal
- Helped Synechron to grow from 3 engineers to 35 engineers' team in 1 year by offering DevOps and TestAutomation solutions that greatly improved developers' productivity
- Saved 70% Testing effort & reduced 90% defects for the Dev Teams by introducing 'BDD methodology'

Led two teams of 8 developers to build Tax Calculation system for WellsFargo:

- Reduced tax calculation time from 1 week to 15 mins across 50 Line Of Businesses (5MTransactions/Day)
- Helped Synechron to grow from 8 engineers to 50 engineers by identifying the business need to integrate Tax application across ~50 business units across the bank
- Reduced 20% network latency for all web applications (Spring Based) in WellsFargo during Authentication & Authorization by developing a custom 'Spring Security Framework' - [Git Link](#)

Capgemini, Solutions Architect, Charlotte, NC

Aug 2014 - Jul 2018

Led a team of 6 automation engineers to improve productivity:

- Handled 10X traffic surge for a 'Retirement platform' by converting Monolith to Microservices architecture
- Saved 70% Testing effort & reduced 90% defects for the Dev Teams by introducing 'BDD methodology'
- Reduced 20% testing costs(\$2M/Year) for 'Retirement Advisory' group by buidling a 'Test Data Generator'
- Resolved end-client issues on daily basis

Founding member & Architect of DevOps practice in AIG and TIAA:

- Proposed to setup DevOps practice and introduced Jenkins, Artifactory, Jira, Git, Docker & Hygieia Dashboard. Supported platforms based on Java, .NET, PEGA and DuckCreek
- Saved 75% of DevOps onboarding time for developers by developing 'SelfServiceOnboardingPortal'
- Won ~50-member contracts from AIG and TIAA clients to support more languages
- Created a hybrid cloud strategy by deploying the application in OpenShift, PCF and AWS

Infosys, Tech Lead, Charlotte, NC

Jul 2007 - Aug 2014

"Bank Of America" client: Designed and implemented external facing applications:

- Developed RISK portal for commercial customers (a Spring & JSF based platform)
- Onsite coordinator for a team of 10 developers who were working from India
- Ensured product quality through bug triage ownership, design, and code reviews
- Developed Java, JSF, Spring, Struts and Velocity based applications
- Trained 5 teams in Mexico to work on Java based applications

Entrepreneur Effort (in my personal time)

Rules Engine

2016 – 2023

Designed, Developed & Sold a product to a biggest retirement company:

- Saved 80% effort (\$1.6M/year) for a retirement company by developing a UI based Rules Management engine that automated all rules related to 403(b) retirement plans
- Hired 10 developers on <https://www.freelancer.com/> to build it along with me

Technologies & Skills

- **Generative AI & ML:** LLM, PromptTuning, VectorStores and Regression Models
- **Programming:** Java, Spring, WebFlux, GraphQL, REST, SQL, NoSQL
- **Cloud & DevOps:** AWS, Docker, Kubernetes, Jenkins, PCF, OpenShift
- **Architecture:** Microservices, Cloud-Native Design, Functional Programming
- **Tools:** Kafka, Snowflake, NewRelic, DataDog, Selenium, Git, Artifactory
- **Leadership:** Engineering Management, Agile Methodologies, Vendor Management

Certifications:

[AWS Certified Solutions Architect](#)

Sun Certified Business Component Developer (SCBCD), Sun Certified Java Programmer (SCJP)

[Hacker Rank Problem Solving Certification](#), [Hacker Rank Java Certification](#), [AlgoExpert Certification](#)

White Papers / Awards:

- BestProjectManager Q2 2024 in CapitalOne CreditCard Business
- Most Efficient Project Award for 2023 in CapitalOne
- White Paper in IJCSNS (http://paper.ijcsns.org/07_book/200709/20070934.pdf) helped a PhD project,

- Most Valuable Player Award in Infosys (4 awards in a group of 20K employees)

Education: 4 years Computer Science Engineering degree (Bachelor of Technology)

Committed to Lead-by-example in a Software Engineering org and provide good leadership