

Mounika Kotha

• Seattle, WA • satyamk0591@gmail.com • +1(425) 229 -0274 • [linkedin.com/in/saismk/](https://www.linkedin.com/in/saismk/)

SUMMARY

Results-driven Technical Product Manager with 9+ years of experience (6+ TPM; 3+ Engg) across big tech and an early-stage startup. Expertise in product strategy, AI/ML, cloud infrastructure, and compliance (HIPAA, GDPR, CCPA).

WORK EXPERIENCE

CurativeAI, *Principal Product Manager, Bellevue, WA* May 2024-present

- Spearheaded the development of an **AI-powered Document Management System (DMS)** to streamline autism care workflows.
- Led **0->1 launch** of Document Extraction solution using GPT-4.0, delivering **35% operational efficiency gains** and **40% reduction in processing issues** for healthcare clients.
- Accelerated **SCA approval times by 50%** and **saved 5000+ agent hours annually**, generating ~ **\$1M in additional revenue** by optimizing document retrieval and intelligent metadata extraction.
- Directed **IAM strategy** with **SSO, MFA & RBAC**, ensured **HIPAA compliance** across assets, and led multi-tenant storage support.

Amazon, *Technical Product Manager, Seattle, WA* Oct 2018- Apr 2024
Prime Payments

- Led a **2-year product vision** for a **Gen AI-based Customer Support Conversational Bot**, reducing incident resolution time by **70%**, boosting **NPScore by 18%** within 3 months of MVP launch, and ~**20M\$** cost savings.
- Oversaw efforts to resolve core messaging engine & RPA **reliability issues** post-launch, achieving a **10% reduction in response failure rate** and reducing **P95 message delivery latency** to under 3 minutes.
- Drove initiatives for **Prime MFA Payments** to improve post-checkout MFA token collection rates for GDPR compliance and improve Prime subscription sign-up rates by 6% in the EU region.
- Orchestrated XFN collaboration with **Risk & Data Platforms** to develop an **ML-based payment failure detection model**, increasing **Prime subscription renewal success rates by 33%** within 6 months.
- Led capacity readiness for Prime Day and other high-traffic events, scaling systems for **40% traffic peaks** with **99.99% availability**.

Alexa Devices

- Contributed to the GTM **strategy** of an **Alexa-enabled microwave** with **Amazon Prime replenishment**, achieving **\$5M sales**.

Nike, *Software Development Engineer in Test, Portland-OR* Jan 2018- Sep 2018

- 0->1 development of testing solutions using Cucumber, TestNG across **8+** operating systems and browsers using **Lambda Tests**.
- Automated supply chain tests to reduce QA effort from **5 days to 2 hours** with 1000+ integration tests.

Portland General Electric, *Software Development Engineer in Test, Portland-OR* Jan 2016- Dec 2017

- Implemented **REST API** service automation using **Java**. Regression suite **reduced testing time by 85%** compared to manual testing.

SKILLS & ACHIEVEMENTS

Tech Skills	Java Python Test Automation Cloud Infrastructure IAM A/B Testing UI/UX Incident Resolution Data Analysis API Dev
Other Skills:	Product Requirements Documentation Roadmapping Cross-functional Collaboration Stakeholder Alignment C-Level Engagement Product Strategy Agile Methodology / Scrum Risk Management Project Budgeting KPIs / Metrics
AI/ML:	LLM & Gen AI Agents ML Ops LangChain Azure AI Studio Vertex AI SageMaker Experimentation
Cloud/Analytics:	Azure AWS Snowflake Databricks Power BI Tableau CI/CD SQL/KQL
PM Tools:	Azure DevOps Figma M365 suite (Excel, Docs, Powerpoint, Outlook etc.) JIRA Confluence Quip Notion ChatGPT
Compliance/Security:	HIPAA GDPR CCPA SSO MFA RBAC TOTP

CERTIFICATIONS

- Gen-AI PM- Maven:** Built Financial AI Agent that provides FIRE(Financial Independence Retire Early) and personalized finance advisor.
- AI Product Management Bootcamp - Maven :** AI Strategy, AI PM role and skill set, AI Product Development, AI Product PRD

TALKS & CONFERENCES

Speaker at Women In Product for “Role of a PM in AI/ML Projects” | **Committee Member** in Grace Hopper Conference for AR/VR track

EDUCATION

University of Denver	Dec 2015
<i>Master of Science, Software Design & Programming, Cumulative GPA: 3.93/4.0</i>	Denver, CO
Jawaharlal Nehru Technological University	May 2014
<i>Bachelor of Science in Computer Science & Engineering, Cumulative GPA: 3.81/4.0</i>	Hyderabad, India