

Phany Jahnavi Uppuluri

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WORK EXPERIENCE

Ontario Center of Innovation

Toronto, Canada

Technical Product Manager

Dec 2022 - Present

- Spearheaded optimization of AccessOCI's grant application process, leveraging automation and user insights to reduce turnaround time by 40% and scale throughput to 1,680 applications per year
- Partnered with engineering, design, and marketing teams to deliver an AI-powered chatbot, increasing engagement by 25% and driving a 15% rise in completed grant and event submissions
- Conducted user research and data analysis to refine product priorities and streamline feature delivery, cutting release cycles by 25% and aligning outcomes with business KPIs
- Transformed high-level objectives into actionable user stories and wireframes, enhancing sprint efficiency and improving delivery velocity by 30%
- Led CRM integration across SugarCRM and SugarConnect ecosystems, empowering 20+ business development leads to streamline client management and improve operational efficiency

Amazon Web Services

Toronto, Canada

Software Development Engineer

Sep 2021 – Dec 2022

- Partnered with PMs, UX, and ML teams to streamline feature delivery pipelines, reducing cycle time by 30% and accelerating go-to-market readiness
- Drove end-to-end release management for 12 major product updates annually, balancing delivery speed with quality assurance and security compliance
- Delivered secure, scalable microservices within an API-first platform, strengthening system reliability and supporting high-volume identity integrations
- Engineered authentication and identity services handling 10M+ daily requests, enabling seamless and secure account creation workflows

iQmetrix

Regina, Canada

Software Developer

May 2021 – Aug 2021

- Partnered with engineering teams to design CI/CD pipelines powered by Kubernetes and GitOps, accelerating feature delivery by 40% and improving cross-team deployment efficiency
- Collaborated on backend refactoring and automated testing initiatives, enhancing system reliability, throughput, and supporting faster product iteration cycles

NCR Corporation

Hyderabad, India

Software Developer

Apr 2018 - Aug 2019

- Scaled transaction infrastructure to support 1.5M+ annual operations through cloud-based architecture upgrades, improving reliability during high-traffic loads
- Revamped onboarding with interactive documentation, reducing training time by 25%
- Developed secure API communication layers between ATMs and backend systems, fortifying PCI compliance and safeguarding transactional data integrity

CERTIFICATIONS & PUBLICATIONS

- Project Management Professional (PMP) - PMI
- Product Manager Certification - BrainStation
- Acoustic Event Detection using Graph Signals - IEEE TENCON

July 2024

Oct 2022

Dec 2017

EDUCATION

University of Regina

Regina, Canada

Master of Science in Computer Science

May 2021

GITAM University

Visakhapatnam, India

Bachelor of Science in Computer Science

May 2018

TECHNICAL SKILLS

- **Product & Tools:** Jira, Asana, Confluence, Figma, Miro, Mixpanel, Hotjar
- **Data & Analytics:** SQL, Tableau, Power BI
- **Engineering & Cloud:** APIs, API-First Platforms, Microservices, Java, JavaScript, Python, AWS, Azure, CI/CD