

# SOWMYA DUSANAPUDI

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## PROFILE

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## SUMMARY

- Proven track record of enhancing user satisfaction by designing customer-centric products that prioritize user needs and incorporate analytics and user feedback.
- Skilled in collaborating with UX designers, engineers, and stakeholders to align on product vision, foster innovation, and inform product strategy.
- Experienced in Agile practices to streamline development processes, deliver high-quality products on time, and lead cross-functional teams to achieve project goals.

## EXPERIENCE

### UPS

07/2023 to Current

#### Technical Product Manager

- Improved Net Promoter Score (NPS) from 80% to over 90% by managing the complete product lifecycle, including defining user stories, strategic planning, roadmap development, and performance metrics analysis, leading to enhanced user satisfaction and loyalty.
- Developed a comprehensive backlog prioritization framework to streamline feature prioritization across UX, Engineering, and Analytics teams, resulting in a 30% improvement in delivery speed and alignment with customer needs.
- Strategized product development through in-depth market research and analysis of user pain points, leading to targeted solutions that addressed 80% of market demands and contributed to a 15% increase in revenue.
- Led a cross-functional team of 5 to successfully deliver 12 high-impact features for a SaaS machine learning product, directly addressing over 60 user pain points and enhancing user engagement by 25%.
- Developed and presented Design Thinking-based Go-To-Market strategies that improved user experience for over 200 customers by 35%, significantly increasing user adoption and satisfaction, as demonstrated by a 20% increase in customer retention.

### COGNIZANT TECHNOLOGY SOLUTIONS

12/2020 to 07/2022

#### Programmer Analyst

- Utilized data-driven decision-making and analytical tools to optimize application performance, resulting in a 20% increase in user satisfaction and a 15% reduction in customer support tickets.
- Fostered a culture of continuous learning and innovation through regular knowledge-sharing sessions, enhancing employee satisfaction by 30% and decreasing turnover by 25%.
- Engaged in capacity planning to align resources with project demands, achieving a 90% on-time project delivery rate and reducing costs by 12%.
- Conducted thorough testing and debugging to identify and resolve issues early in the development process, leading to a 35% reduction in post-release bugs.
- Applied user-centered design principles by incorporating usability feedback to create intuitive interfaces, resulting in a 25% increase in user adoption and a 15% decrease in support requests.
- Developed comprehensive technical documentation to facilitate seamless knowledge transfer and ensure project sustainability, reducing onboarding time for new team members by 50%.
- Refined coding standards and best practices to enhance code readability, maintainability, and quality, resulting in a 30% reduction in technical debt and a 20% increase in developer productivity.

### NXP NET SOLUTIONS

01/2018 to 11/2020

#### Product Analyst

- Led the transformation of a monolithic application to a microservices architecture using Java, Kubernetes, and Kafka, enhancing system resiliency and reducing downtime by 25%, which improved user satisfaction for over 1,000 clients.
- Spearheaded the automation of client report generation through RESTful APIs, employing Agile methodologies to streamline processes, resulting in a 50% reduction in manual effort and a 20% increase in client satisfaction scores for over 500 users.
- Collaborated with 4+ cross-functional teams to define and prioritize product requirements for a new trading platform, achieving a 15% increase in trading volume and a 10% reduction in operational costs within the first 6 months post-launch.
- Oversaw functional testing initiatives, partnering with cross-functional teams to enhance product performance by 12% and identify 85% of critical bugs prior to release, ensuring a smoother launch and higher software quality.

## SKILLS

- **Product Skills:** Agile (Scrum, Kanban), Product Lifecycle Management (PLM), SDLC, Wireframing, User stories, UAT, A/B testing
- **Software Skills:** Python, Java, C++, SQL, Linux, JavaScript, React, HTML, CSS, System Design, Kubernetes, Apache Kafka
- **AWS Cloud:** S3, EC2, Lambda, CloudWatch, DynamoDB, CodeDeploy, IAM, API Gateway
- **Program Skills:** Project planning, Risk Management, Stakeholder Management, Change Management, Budget Management, Metrics
- **Business Skills:** Go-To-Market, Competitive Strategies, Digital Transformation, Risk Assessment, Project Management, VoC, CRM
- **Tools:** Tableau, PowerBI, Jira, Confluence, Miro, Notion, Figma, Git, Symphony, Signavio

## EDUCATION

### MASTER'S IN INFORMATION TECHNOLOGY

University Of Cincinnati, Ohio, USA

G.P.A : 3.9/4.0

### BACHELOR'S IN COMPUTER SCIENCE

G.R.I.E.T , Hyderabad, India

G.P.A : 3.4/4.0

2023

2020