

AMI PATEL

amipatel@usc.edu | www.linkedin.com/in/amibpatel/ | <https://amibpatel.me/>

EDUCATION

UNIVERSITY OF SOUTHERN CALIFORNIA

Los Angeles, CA

Masters in Project Management, GPA 4.0/4.0

Expected: Apr 2021

- Recognized as high-achieving woman in tech to speak about building a career in tech in front of **150+** students for USC's Marshall Women's Leadership Board (MWLB) Spring Conference hosted by Boeing Airlines
- Relevant Coursework: Requirements Elicitation & Business Analysis, Agile Project Management, Risk Management

UNIVERSITY OF CALIFORNIA, IRVINE

Irvine, CA

Bachelors in Computer Science & Business Information Management, GPA 3.4/4.0

Sep 2015 – Jun 2019

- President, Circle K Intl. (largest organization on campus): Awarded **2nd place** for outstanding total achievement out of all ~500 club chapters **globally** by contributing to **9,400+** community service hours & raising over **\$5,000** for various charities
- Relevant Coursework: Design & Analysis of Algorithms, Artificial Intelligence, Information Visualization, Machine Learning & Data Mining, Human Computer Interaction, Data Management

EXPERIENCE

SPLUNK

San Francisco, CA (Remote)

Program Manager Intern

Jun 2020 – Sept 2020

- Led cross-functional team of **15+** stakeholders to meet all field readiness requirements & program timelines for GTM release by leading weekly meetings & creating milestones
- Defined metrics & implemented process to achieve KR target of **75%** team participation for code reviews by working with KR champion & key leads to build & rollout Splunk dashboard that is utilized by **5** engineering teams on weekly cadence
- Influenced **4** enterprise engineering teams in transition to SCRUM process & coached engineering leads to maintain weekly status reports rolled up to the executive level by setting up 1-on-1s & walkthroughs
- Ranked **3rd place** in our annual social impact project by organizing a group of six interns to identify patterns & correlations between voter suppression & race plus chosen to share externally with New Mexico's Secretary of State
- Recognized as Splunktern of the Week out of **115** interns & featured on company's social media for National Intern Day –selection based on nomination & recommendations by managers & University Recruiting team

TESLA

Fremont, CA

Product & Program Manager Intern

Sept 2019 – May 2020

- Increased product inquiries by **17%** & decreased customer care concerns by **5%** by building a Python script using NLP to intake **40,000+** chats/week & output trends on customer behavior
- Delivered **50%** improvement in chat/order conversion by pitching chat expansion strategy to 10-person cross-functional team & leading weekly meetings to implement initiatives
- Optimized mobile service team's efficiency by **50%** by interviewing **4** stakeholders to create product enhancements on our internal scheduling tool
- Designed & implemented our team's **first** email campaign tracker site for all upcoming/completed energy emails that reached over **2M** leads & aligned various teams across the entire organization

PANASONIC AVIONICS CORPORATION

Lake Forest, CA

Project Manager Intern

Jul 2018 – Feb 2019

- Reduced company backlog by **5%** by interviewing internal stakeholders to publish PowerBI dashboards using SQL & Python algorithms that gave visibility on company workload
- Proposed, designed, & launched optimized work instructions for entire Project Management department that reduced lead time by **10%**

ADDITIONAL INFORMATION

Product School's Product Management Certificate (Feb 2020): Designed & presented product roadmap for new Spotify feature, "Spotify Library Tools" aimed towards increasing users' ability to curate content & Premium conversion rate

LinkedIn Content Creator: Garnered **250,000+** impressions & grew following **4x** in 3 months by curating personal stories & engaging in coffee chats with both aspirants & professionals

Skills: Data (SQL, Tableau, PowerBI); Programming (Python, Java, C++); Adobe Photoshop & Illustrator; JIRA; Aha!

Languages: conversational in Hindi/Gujrati, basic Spanish

Interests: Volleyball (8+ years: captain – 3 years, coach – 2 years), Calligraphy, DIY projects, Journaling