**PANDI GOPALAKRISHNA 201-423-6079**

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### Professional Summary

**Versatile and dedicated IT professional** with proven experience directing and managing projects; delivering solid results. Strong leadership, planning and administration abilities. Wide-ranging skills in program management, product support engineering, and data/system analysis.

* Knowledge of wireless and networking technologies, mobile devices, and quality assurance.
* Trustworthy and organized along with a solid work ethic.

### Technical Expertise

**Languages**

C, C++. Java (Basics), Python and SQL

**Python Framework**

Django

**Databases**

MySQL and Oracle

**Operating Systems**

Linux, UNIX and Microsoft Windows

**Circuit and System Design**

PSPICE, Verilog HDL and MATLAB

**Web and Office Applications**

OOP and Microsoft Office

**Networking**

TCP/IP, UDP, LAN, WAN, DNS, FTP

**Cisco Switches**

2900 and 3500

**Switching**

VLAN and VTP (working knowledge)

### Education

**Master of Science, Electrical and Computer Engineering**, 2015

*New York Institute of Technology, NY*

**Bachelor of Engineering, Electronics and Communication Engineering**, 2013

*Anna University, India*

### Experience

AMAZON, INC. (Lab126) **Apr. 2016 to Present**

**Product Support Engineer**

* Test and authenticate **software builds, releases and improvements** for the prototypes of **Echo** and **Dot** in Engineering Verified and Hardware Verified stages of development
* Extensively Involved in Triaging and Understanding the **firmware build** of prototypes during several data collection processes.
* Setup/verify system components, ensure **data integrity** and document best practices
* Performed **Data Analysis** and **data manipulation** of source data from **Oracle Server** and other data structures to support the business organization
* Serve as the **main point-of-contact** for technical troubleshooting of hardware/software.
* **Lead 8-member, on-site India** team to deliver strong international project results; strategically controlling staffing, scheduling, event execution and resources.
* Extensive knowledge of project life cycle, project management processes, Change Management, principles, knowledge areas and various project management tools
* Strong understanding of project life cycle and SDLC methodologies including **Waterfall and Agile.**
* Prioritized and tracked defects using **Jira** and **X-Ray for Jira**.Created user manual/training docs for easy learning of the change in protocols.
* Extensive experience in **Dashboard** to streamline processes and procedure. Expertise in developing **Process mapping** documents to describe the data flow between various systems in the organization
* Primarily work with audio system engineers and Speech scientist in understanding the acoustic modeling of any machine learning prototype before its production.

AMAZON, INC. (Lab126)

**Program Manager**

* Managed operations of the projects including **schedule, budget, logistics, staffing and resource/equipment planning**
* Partnered closely with the research teams, **cross-functional stakeholder teams** to develop specifications for projects and ensure they can be executed effectively
* Maintained international account indulging **vendor management practices** and submitting Statement of Works for better understanding of the requirements
* Acted as a **liaison** between research, Hardware, Software teams ensuring there is alignment and all parties are contributing to the program objectives
* **Owned metrics** related to collection processes and drive improvements in efficiency, throughput and cost
* Continuously evaluated and refined tools and processes to ensure they are efficient, high quality, and scalable
* Utilized **strategic thinking** to plan/develop world-class processes and continually strive for ways to automate the processes
* Worked closely with external vendors to set up schedules, monitor progress, and maintain the high quality of work throughout the projects
* Worked in partnership with marketing operations team, continuously monitor weekly reporting of database **KPIs**, including **campaign performance** (email performance, leads to goal), company’s pipeline, revenue attribution, etc.
* Support measuring, tracking and analyzing program effectiveness to determine ROI and prioritize resources and reporting on these weekly in Demand and Marketing Team Meetings.
* **Managed** a **program timeline** and execution plan to include a broad range of activities such as partner marketing, events, webinars, content syndication, online advertising and email campaigns both on time and on budget
* Used data and metrics to back up assumptions, make recommendations and drive actions
* Managed a team of Researchers and Engineers to drive project goals and improve the process and efficiency constantly
* **Travelled** to **domestic and international locations** as needed to manage remote teams and remote projects

APPLE, INC., CA **Sep. 2015 to Dec. 2015**

**Junior Data Analyst**

* Served as a **field failure analyst** and worked on sound analysis of **Apple S6 IPhone**
* Analyzed the Schematic Design for Display Components for the prototype of S6
* Experience with **FileMaker Database** in managing databases.
* Wrote T-SQL scripts that manipulated information for data loads and extracts.
* Developed Stored Procedures, Tables, Functions and Triggers in **SQL Server 2008.**
* Analyzed large data sets to identify key insights for improving marketing efforts.

NEW YORK INSTITUTE OF TECHNOLOGY, NY **Jan. 2015 to May 2015**

(*Electrical Engineering Department*)

**Graduate Assistant**

* Course: Introduction to Digital Electronics
* Graded Labs and instructed in Rise/Fall Delay in CMOS gates.

NEW YORK INSTITUTE OF TECHNOLOGY, NY **Sep. 2014 to Dec. 2014**

**Research Assistant**

* Created a data management system using MySQL, programmed existing Python and Django modules for specific data formats, and wrote Python scripts to parse XML documents.
* Determined customer's’ website behavior by analyzing key metrics such as click navigation and landing page history.

### Selected Academic Projects

* Co-created and conducted baseline performance evaluations for the Open-Mesh Roaming WiFi network.
* Designed and implemented a Bluetooth-capable system for accessing a patient’s Electronic Health Records (EHR) from Android devices.