

# RAM PRAKASSH CHINNAKONDA RAJAN

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## PROFESSIONAL EXPERIENCE

**FIRST SOLAR INC**, Perrysburg, OH, USA

Feb 2025 – Present

*Engineer I - Manufacturing*

- Defining product scope, business requirements, and end-to-end user use cases for a **\$250M (annually)** inventory optimization initiative, focused on reducing working capital, improving inventory turns, and delivering long-term OPEX reduction across manufacturing operations.
- Driving digital transformation initiatives projected to deliver an estimated **\$80M annually** once scaled across operations.
- Took ownership of Remote Operating Center (ROC) rollout, achieving a **15% increase** in crew engagement by **monitoring key performance metrics** and ensuring adoption at **2 manufacturing plants**.
- Developed and **prioritized product backlog, created user stories**, and coordinated with cross-functional teams to deliver new features, improving platform adoption.
- Directing **UI/UX strategy for ROC**, implementing mobile-first design projected to drive **60% higher engagement** and a **5% boost in Machine Availability**.
- Conducted **usability testing, empathy mapping, and stakeholder workshops** to define requirements and acceptance criteria, reducing operator response times **from 3 minutes to near-instantaneous**.
- Built AI-driven** training and support **agents**, automating responses to repetitive queries, **saving ~8 hrs/week**, and improving user support scalability.
- Monitored system performance in production, validated feature functionality, and troubleshooted operational issues in coordination with stakeholders.

**FULFILLMENT IQ INC**, Alpharetta, GA, USA (Remote)

Jun 2024 – Aug 2024

*Product Intern*

- Collaborated with stakeholders to design backend data structure and **UI/UX** for a stealth product using **headless architecture**.
- Conducted **competitor and market analysis** to inform strategic decisions and product positioning.
- Delivered research report '**State of Automation and Robotics – 2024**,' analyzing industry trends and opportunities.

**CATBUS INFOLABS PRIVATE LIMITED**, Bangalore, India

Dec 2020 – Jul 2023

*Product Manager – Supply & Compliance*

- Led end-to-end product management for driver onboarding and supply compliance, working cross-functionally with engineering, operations, finance, and customer support to launch a self-serve sign-up flow that reduced onboarding time from 1 week to under 10 minutes and automated 87% of enrollments.
- Managed internal invoicing workflows for ops and finance, and owned external QR-based payment experiences for end customers, working cross-functionally to deliver **4 hrs/week** in internal time savings and **25% higher digital payment adoption**.
- Solved complex last-mile logistics problems by managing development of slot-based vehicle assignment and automated dispatch, reducing sourcing time from **120 minutes to near-instant** at order placement.
- Drove the gamification project for the fleet ecosystem, implementing driver challenges, incentives, and performance analytics, resulting in a notable **15% surge** in on-time deliveries, enhancing operational effectiveness.

**CATBUS INFOLABS PRIVATE LIMITED**, Bangalore, India

Jun 2018 – Nov 2020

*Operations Associate – Last Mile & Hyperlocal*

- Headed Bangalore's last-mile and hyperlocal operations, leading cross-functional execution for multiple city and SMB launches worth **\$200K+**, while maintaining approximately **20% gross margin**.
- Applied structured problem-solving to diagnose escalations, coordinate with hub associates, and ensure SLA adherence across high-volume operations, resulting in a **33% increase in on-time delivery** and customer retention.
- Reduced operational costs by implementing a cost-per-shipment model, increasing revenue by **~3%** through pricing and efficiency improvements.
- Recognized with "**Above & Beyond**" award for customer-focused operational excellence during COVID-19 and "Star Performer – Operations" for Q3 2019.

## SKILLS

**PRODUCT MANAGEMENT** - Agile Product Development, User Stories, Backlog Grooming and management, Roadmapping, Stakeholder Engagement, Cost-benefit Analysis, Requirements Engineering, Process Improvement, Product Integration (APIs), Wireframing, Rapid Prototyping

**TECHNICAL** - SDLC, Manual testing, A/B Testing, Postman, Python (pursuing), AI Agent development, LLMs, Machine Learning,

**ANALYTICS** – SQL, Clevertap, Google Analytics, Microsoft Office (Excel, Word, PowerPoint), Metabase, Microsoft PowerBI (pursuing)

**UI/UX** – Usability Testing, Empathy Mapping, User research, HEART Framework, MoSCoW Framework

**TOOLS** - Figma, Balsamiq, [Draw.io](https://draw.io), Excalidraw, JIRA, Azure DevOps (ADO), Confluence, Notion

**OPERATIONS MANAGEMENT** – Fleet coordination, contingency planning, Inventory oversight,

## EDUCATION

**Master of Science, Engineering Management**

Pennsylvania State University, Malvern PA (Aug 2023 - Dec 2024, GPA 3.8)

**Bachelor of Engineering, Industrial Engineering & Management**

Dayananda Sagar College of Engineering, India (Aug 2014 - May 2018)

## PROJECTS

**PENNSYLVANIA STATE UNIVERSITY, MALVERN, PA**

Sep 2023 – Jun 2024

*Project Manager*

- Created **product vision and strategy** for an alumni network system, **leading** stakeholder workshops and coordinating development.
- Built a **database of 10,000+ alumni profiles** through automated LinkedIn scraping to enhance alumni engagement and networking.

## PUBLICATIONS & CERTIFICATES

- Engaged in a comprehensive IBM AI Product Manager Professional Certificate course.
- Pursuing **Product Roadmapping** Micro-Certification (PRC) and **Product Analytics** Micro-Certification (PAC) from Product School.
- Published paper "**Value Engineering to Optimize Supply Chain in India**" at **INVEST SZC International Conference on Value Engineering**, March 2017 (ISBN: 978-163535755-4).
- Certified in the "**Entrepreneurship Development Program**" hosted by the Micro, Small & Medium Enterprises – Development Institute (MSME-DI) under the **Government of India** from September 20th to 26th, 2016.