

## Mounika Polisetti

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### PROFESSIONAL EXPERIENCE

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#### Technical Project Manager

Feb 2024 -Present

Verizon

- Analyzed and managed Marketing Platform investments and programs to measure KPI's. Established governance across Marketing and Customer Experience technology programs.
- Explored data to find trends and scorecards for Marketing performance monitoring.
- Validated projected ROI and streamlined the System Development Life Cycle process.
- Cross-collaborated with Martech and CXTech team in managing comprehensive analyses on marketing platform investments to enable Next-gen technologies.
- Performed Roll planning and finalized reporting suite in dashboards across programs including Channel level KPIs and program success levers.

#### Program Manager

July 2022 – Jan 2024

eBay

- Developed PRD / BRD documents in the GCX (Global Customer Experience) PMO team to elucidate user stories by outlining acceptance criteria and crafting precise documentation to increase development efficiency by 80% across Payment, Risk, Buyer, and Seller Portfolios.
- Led a cross-functional team, and worked with C-suite Executives in developing and executing the API product roadmap from initiation to closure by conducting market analysis on emerging trends, resulting in a 20% increase in product adoption within the first year.
- Conceptualized and executed pioneering strategies to enhance UPI milestones, unlocking a \$4B GMV opportunity and streamlining annual sales planning by 70%; pinpointed sales data trends to reduce lead-to-sale time by 17% through strategic tracking methods.
- Spearheaded the Digital Services Act Project, ensuring its full implementation within a quarter saving 6% revenue stake, while fostering strong cross-functional team relationships across Regulatory. Managed a team of 15 scrum teams providing guidance and ensuring project timelines were met.
- Led EPR Regulatory project for DE, FR, ES, and AT regions, ensuring the customer experience by collaborating with the team in developing the Marketing strategy.
- Initiated pre-refund Buyer FX experience by introducing eBay Money Back Guarantee (eMBG) messaging and revamped the buyer returns partial offer flow to support buyer FX and scale to non-buyer FX use cases increasing the CSAT (Customer satisfaction) by 30%.

#### Project Manager

June 2020 – July 2021

Dunderdog

- Managed a diverse risk portfolio, conducting comprehensive gap analysis, leading to a 10% increase in client satisfaction.
- Conducted security assessments and made recommendations for disaster recovery, network appliances, and directory services security.
- Performed R&D by introducing NOMA using embedded infrastructure to monitor and identify suspicious activities by analyzing the signal characteristics, modulation patterns, and transmission errors.
- Conceptualized the vision for the product roadmap of the Customer Data Management platform that can improve business scalability and Operational efficiency.
- Implemented agile methodologies, prioritizing the product backlog, and providing clear requirements to the development team, resulting in a 30% reduction in time-to-market for new features
- Conducted stakeholder interviews to enhance alignment with expectations, particularly in the payment portfolio, resulting in a 20% improvement.

**Project Manager**  
Pennant Technologies

**April 2018 – June 2020**

- Led the development and launch of a financial framework, policies, and procedures from conception to delivery, resulting in a 25% increase in annual revenue.
- Streamlined team Velocity by 35% by implementing Scaled Agile Framework (SAFe) and facilitating the adoption of Agile Practices across the development team.
- Directed and implemented guidelines, rules, and policies to manage sprint goals, staffing plans, KPIs, and project progress, resulting in a 20% reduction of project blockers.
- Enhanced cost efficiency by 12% through in-depth project financial analysis and reporting within the risk portfolio.

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#### **SKILLS AND CORE COMPETENCIES**

Jira, Microsoft Project, PowerPoint, Excel, Cross-functional collaboration, Stakeholder engagement, SDLC, Agile Methodology- (Waterfall, Agile, Kanban, Scrum), Leadership, Confluence, SharePoint, Smartsheet's, Portfolio Management, Risk Management, G-suite

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#### **Certifications**

- **Certified Scrum Product Owner (CSPO)**, Scrum Alliance
- **Six Sigma Certified**

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#### **EDUCATION**

**Missouri State University**  
Master of Science in Project Management

**Blekinge Institute of Technology**  
Master of Science in Telecommunication

**Jawaharlal Nehru Technological University**  
Bachelor of Science in Electronics and Communication