RAVI VENKATA

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Summary

Customer-obsessed Certified Scrum Product Owner (CSPO) with 14+ years of enterprise software experience. Expert in solving complex customer challenges through innovative product solutions. Proven track record of transforming customer pain points into strategic initiatives at Amazon Web Services (AWS) and Disney. Consistently delivered high-impact solutions that drive customer success. Demonstrated expertise in translating customer requirements into scalable cloud and SaaS solutions. Key achievements include delivering a $10 billion federal customer commitment, automated testing tools for developers at AWS and 40% year-over-year reduction in accessibility defects at Disney.

Core Competencies

Program & Product Management	Cross-Functional Collaboration
Test Engineering Strategy & Implementation	Risk Assessment & Mitigation
Cloud Platform Solution Development	Business Process Optimization
Enterprise Software Quality Management	Data-Driven Decision Making
Accessibility Standards & Compliance	Change Management
Agile Product Development	Inclusive Design Principles
Software Development Life Cycle	Generative AI Basics

Experience

Program Manager - Accessibility|Amazon Web Services - Herndon, VA|10/2022 - Current
- Developed a centralized accessibility platform empowering 300+ internal teams with comprehensive product quality metrics and testing capabilities.
- Conceptualized and implemented automated accessibility testing tools, reducing post-launch remediation costs by 45% through proactive issue detection.
- Established a unified governance service platform monitoring critical quality domains (Accessibility, Security, Performance, UX) across AWS product portfolio.
- Orchestrated cross-functional initiatives resulting in successful launches of Amazon Q chatbot and Unified Search in the AWS Management Console.

Program/Product Manager – Accessibility | DISNEY - Remote, USA|09/2020 - 09/2022
- Transformed Disney Parks' accessibility program from a reactive to proactive approach.
- Achieved 40% year-over-year reduction in accessibility defects through strategic quality management.
- Coordinated cross-functional teams to break organizational silos and streamline product development processes.
- Managed multiple concurrent accessibility initiatives with precise timeline and quality control.

Accessibility S.M.E / Sr. Quality Assurance Engineer | DISNEY - Glendale, USA|03/2012 - 08/2020
- Led comprehensive QA efforts for Disney Experiences' digital portfolio.
- Spearheaded accessibility audits across digital platforms.
- Developed and implemented accessibility design systems to standardize quality practices.
- Managed complex testing cycles for enterprise software applications.

Quality Assurance Engineer | DATA SOLUTIONS, INC - Remote, USA | 08/2011 - 02/2012
- Designed and implemented a centralized test case repository with an integrated metrics dashboard, providing actionable insights for comprehensive quality management.
- Conducted in-depth data analysis to identify critical test coverage gaps, developing strategic recommendations for key stakeholders.
- Optimized testing cycles through precise timeline management, ensuring consistent on-time delivery of client deliverables.

Technical Associate | Wipro – Hyderabad, India 05/2008 – 07/2009
- Developed comprehensive test strategies aligned with business requirements, implementing traceability matrices to ensure complete feature verification.
- Created executive-friendly reporting dashboards that highlighted key metrics and insights while maintaining robust documentation standards.

Engineering Intern | Airtel Telecom – Hyderabad, India | 04/2006 – 05/2006
- Analyzed network signal data to pinpoint coverage gaps, partnering with senior engineers to develop cost-effective optimization solutions.
- Translated technical findings into actionable recommendations for management, emphasizing measurable service quality improvements.
- Cultivated specialized expertise in telecom infrastructure assessment and practical network enhancement methodologies.

Education

Stratford University | Falls Church, VA
Master's degree: Computer Software Engineering

J.N.T. University | Hyderabad, India
Bachelor's degree: Electronics and Communications Engineering

Certifications

- **Scrum Alliance – Certified Scrum Product Owner (CSPO)**
- IAAP - Certified Professional in Accessibility Core Competencies (CPACC)
- AWS - Certified Cloud Practitioner (CCP)

Awards

AWS Leadership Principle Award for Delivering Results

Skills and Tools

- **Project Management:** JIRA, Confluence, Asana, Smartsheet, SharePoint
- **Languages:** Java, JavaScript, React, JQL, SQL
- **Quality Assurance:** HP ALM, TestRail
- **Design:** Figma, InVision, Lucid
- **Analytics:** Amazon QuickSight, Google Analytics
- **Productivity:** MS Office & Google Suites
- **Enterprise Software:** IBM Maximo Suite