

Pranav Ramesh

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EXPERIENCE

IBM, Chicago, IL

June 2022 – Present

Cloud Solutions Architect

- Utilizing a deep understanding of IBM Cloud offerings (SaaS, IaaS, PaaS, etc.) to help design viable client solutions and accelerate sales pipeline. To date, closed \$3.7M in Cloud deals.
- Responsibilities include understanding customer's business objectives, articulating value propositions/ROI, creating technical solution architectures + BOMs, and strategically road mapping deal execution. If client is still at the discovery phase, assisting them in identifying unmet needs and market opportunities for feature enhancements or development.
- Delivering technical proof points through customer-facing demonstrations, POCs, workshops, competitive analyses, and proposals. Provide feedback to product management and sales leaders for solution/GTM refinement.
- Collaborating with Customer Success Managers to address ongoing customer needs post-sale, deal renewals, engage in root cause analyses and escalate support cases while adhering to keeping customer satisfaction high.
- Self-started a WatsonX.AI chatbot for department members to seamlessly reference updated product information on PowerVS. Leading a cross-functional five-person team to design the question bank, guide conversation flows, create the testing schema, and conduct interviews on the user experience. Expanding product capabilities to be of relevance for adjacent-departments. Strategically tracking MAU and conversation flows with high impact to hit KPIs.

Guild Education, Virtual

June 2021 – September 2021

Client Services Consulting Intern

- Created a reusable Business Review Template to assist in our monthly cadences with Disney (our team's client).
- After prioritizing to monitor 12 key metrics off customer value (regarding our company's impact on up-skilling Disney's workforce), the dynamic template used SQL to pull quantitative data like student retention, classes taken, years in program, etc. from Looker. It also provided guidelines and modifiable summaries of each data trend respectively.

Project Ignis, Virtual

August 2020 – January 2021

Consulting Project Manager

- Co-led an intercollegiate client service team of six consultants to provide market research, web development, and social media services for a re-emerging care package company (The Junk Box) based out of Chicago.
- Aided in project tasks (ex. web development, wireframes, market research, etc.), coordinated team meetings and scrum stand-ups, and assigned tasks for team members according to our pre-planned roadmap.

PROJECTS

- IBM Internal WatsonX.AI Chatbot & IBM Cloud Café (Internal Social Initiative) National Leader
- Food Recipe Mobile App (RecipEasy). Used React Native under an Expo environment to develop, Adobe XD to create wireframes, conducted user surveys, interviews, and testing, published to Google Play Store, and marketed via Facebook ads.
- Bus Assistant app for University of Michigan Transportation under Google Assistant/Dialogflow using DoubleMaps API
- Euchre Card Game (C++), Image Resizing Program, Online Waiting Queue Program, Treasure Hunt Simulator, Log Entry Manager, Pokémon simulator (TSP/Prims), Cryptography Interpreter, XSS/CSRF/SQL Injection Simulator, Hard Drive Forensics Project, Assembly to Machine Language Converter, Cache Simulator, Pipeline Implementation, iTunes API Artist Search Website, Covid Comets Game (like "World's Hardest Game"), + more.

SKILLS

- C++, C, HTML, CSS, Python, JS (+ Vue.js, React Native.js, node.js), SQL (MySQL, PostgreSQL, MongoDB), R, and Swift
- MS Word, Excel, PowerPoint, Sketch, Figma, Looker, AdobeXD, Atlassian Jira, Trello, Salesforce
- English, Spanish, Hindi, and Tamil
- Agile Development (Scrums, Kanban Boards, Backlogs, Feature Prioritization, etc.), CI/CD systems, Databases (SQL & NoSQL), Google Firebase, GitHub, and Open-Source technologies
- Product Strategy, Market & Data Analysis, Cross-Functional Leadership, UX Design & Interviews, Effective Communication

ACHIEVEMENTS

- IBM Product Manager - Scaling the Business Certification, IBM Product Manager - Define, Build & Deliver Certification, IBM Product Manager - Voice of the Market Certification, IBM Agile Explorer Certification, IBM AI Associate Product Manager Certification, IBM Cloud Technical Advocate Certification, IBM Global Sales School, University of Michigan User Experience Research and Design Specialization, IB Diploma

EDUCATION

University of Michigan, Ann Arbor, MI

September 2019 – April 2022

B.S. Computer Science

GPA: 3.72

- CS: Human-Centered Software and Design and Development (EECS 497), User Interface Development (EECS 493), Information Retrieval & Web Search (EECS 486), Software Engineering (EECS 481), Intro to Computer Security (EECS 388), Foundations of Computer Science (EECS 376), Introduction to Computer Organization (EECS 370), Data Structures and Algorithms (C++ Advanced/EECS 281), Programming and Intro Data Structures (C++ Intro/EECS 280), Introduction to Statistics and Data Analysis (STATS 250), Programming in C (CSE 220), Introduction to Engineering Design (EGR 100)
- UI/UX: Introduction to User Experience Principles and Processes, Understanding User Needs, Evaluating Designs with Users, UX Design: From Concept to Prototype, UX Research at Scale: Surveys, Analytics, Online Testing, UX (User Experience) Capstone