

Saravana Kumar

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EXPERIENCE

Wayfair

Oct 2018 – Present

Senior Software Engineering Manager, Fulfillment Engineering

Boston, MA

- Built a team of 20 engineers to develop & manage a suite of products that help to optimize the flow of orders in the warehouse. Built a state-of-the-art workflow system that helps create plans, track compliance, and model the warehouse capacity. This enables the warehousing teams to move towards event-based microservices and decouple from monolith faster.
- Developed an automated ticket resolution and support tool based on RAG, helping the Fulfillment organization reduce the number of tickets by 50%, from 6,000 tickets per month to 3k/month.
- Led the team that worked with cross-functional teams to predict the SLA of orders using Queueing theory, which improved the warehouse's fill rate by 3%, resulting in a couple of millions of dollars in cost savings each year.
- Led the team to build a truck selection service, which integrates with the truck prediction models and customer delivery date models to estimate accurate order delivery dates and truck selection—improved customer on-time delivery rate by 5%.
- Guided a team of 4 engineers to build an order consolidation process in the warehouse, increasing the efficiency of the picking and on-time delivery of consolidated orders. Improved the fill rate of the consolidated orders by 2.5%, saving five million dollars annually.
- Managed two teams of 10 engineers each and coached leads to becoming managers. Recommended merging of teams and restructuring the teams to better align with product goals instead of a small group focusing on multiple initiatives. Improved the team's health to reach a net positive NPS score and improved velocity.
- Consistently got ≥ 50 NPS score in the manager's upward feedback. The team has a high retention rate, with an average tenure of 4 years.

Xerox

Jun 2015 – Oct 2018

Software Engineering Manager

Albany, NY

- Led a cross-functional team of developers, DBAs, Analysts & DevOps to develop a product from inception to production. Launched a new contract management product line in their suite of compliance products within a few quarters.
- Compared and validated various text indexing and aggregation tools with external vendors to help invest in the appropriate tool for the problem. Provided a scalable solution and saved over one million dollars in annual licensing costs.
- Created an event-driven microservice framework using Python, enabling developers to set up a working Kafka-consumer or a Restful API application within hours instead of weeks.
- Containerized NodeJS & Python applications using Docker and demonstrated CI & CD using Kubernetes and Openshift to show the need for a PaaS, showing the improvement in developer velocity and adopting DevOps practices within the organization.

EDUCATION

Rochester Institute of Technology

May 2015

Master of Science; Major in Information Technology

Rochester, NY

- Built A next-generation packaging monitoring system at RIT that could help companies save millions in damage to packages - <https://www.rit.edu/news/story.php?id=50585>

OTHER

- Certifications & Training: Machine Learning - Coursera (2013), Computing for Data Analysis - Coursera (2013), Introduction to Data Science - Coursera (2013)