

Shreyas Athreya

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SUMMARY

Product-focused engineer with experience in building and improving data-critical systems at Amazon and Coupa. Demonstrated impact across user experience, data accuracy, and operational efficiency. I combine technical depth with strong product intuition to drive better decisions grounded in user empathy, customer needs, system constraints, and business trade-offs. Targeting PM/GTM roles exclusively now.

EXPERIENCE

Amazon Web Services (AWS)

Dec 2024 to Jan 2026

Software Development Engineer, Data Center Positions, AWS Supply Chain

Bengaluru, India

- **Product Impact:** Identified root cause of stale data problem affecting rack move planning; led fix that improved data accuracy by **16%**, unlocking ~\$2 million impact in operational decisions for stranded racks.
- **User Research and UX:** Collaborated across teams without PM participation to improve internal tooling UX by surfacing backend data, reducing friction in user journeys and making the experience more intuitive for our customers.
- **Product Ownership:** Identified, proposed and implemented product features on the position recovery tool to better track position lifecycles which helped **4+** internal teams.
- **Feature Delivery:** Built integrations via AWS Lambda to ingest future data center capacity data (**20,000+ positions** across **300+ sites**) improving planning accuracy.
- **Product Data Quality:** Designed and drove a data remediation program improving system reliability by **23%** across **20K+** positions.
- **Operational Excellence and Customer Satisfaction:** Resolved **40+ tickets** on average per on-call week including **5+ Sev2** incidents, requiring fast root-cause analysis, bug fixes and cross-team coordination.
- **Incident Ownership:** Owned incident response for **2** critical system failures end-to-end, diagnosed root cause, coordinated cross-team resolution, and shipped monitoring improvements to prevent recurrence.

Coupa Software

Jul 2024 to Nov 2024

Software Engineer, Supply Chain Design and Planning (SCDP)

Hyderabad, India

- **Product Development:** Delivered **2** epics and collaborated with stakeholders to define and deliver new product features for Coupa's SCDP product suite for enterprise.
- **Testing:** Performed A/B testing for various features and identified + resolved functional issues during development by fixing **5+** bugs.

Amazon.com, Inc.

Jul 2023 to Dec 2023

Software Development Engineer Intern, Buying Experience and Customer Behavior Analytics

Bengaluru, India

- **Observability & Testing:** Improved testing efficiency from **70% to 98%** on amazon.com's product detail page via canary testing with real-time error detection and CloudWatch alerting.
- **Business Intelligence:** Modified Amazon Quicksight dashboards to better reflect accurate and aggregate metrics for decision making and business health.
- **Backend Reliability:** Refined Apache Spark clusters for parallel processing of customer data deletion requests at scale by adding unit tests, errors and exception handling in Scala.

EDUCATION

BITS Pilani, K.K. Birla Goa Campus

Aug 2019 to Aug 2024

M.Sc. Economics + B.E. Computer Science and Engineering (Dual Degree) | GPA: 8.34/10

Goa, India

SKILLS

Product: User Research, A/B Testing, Product Thinking, Product Press Releases, 5 Whys RCA for Product Gaps and System Failures, LLDs, Requirements Definition for New Features, Product Discovery, Stakeholder Management.

Technical: Python, Java, Scala, TypeScript, React, SQL, AWS (DynamoDB, Lambda, CloudWatch, Batch, S3, Step Functions, RDS etc.).

OTHER

- **Department of Sponsorship and Marketing, BITS Goa:** Raised **₹1.5L** through sponsorships for Quark (BITS Goa's Technical Fest) by leading outreach and pitching to external partners.