

Neha Chinimilli

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EDUCATION

Michigan State University | East Lansing, Michigan

Expected May 2027

- B.S. in Computer Science | B.A. in Supply Chain Management
- Dean's List: 6/8 Semesters

PROFESSIONAL EXPERIENCE

Accenture | Technology Summer Analyst | San Francisco, CA

June 2026 – Aug 2026

- Prototyped and iterated an OpenAI API workflow for a frontier AI lab using tool calling, MCP, and RAG; translated client discovery into user stories, requirements, acceptance criteria, and solution concepts for 12 offerings across product teams.
- Owned 6-week roadmap and prioritized Salesforce intake, scheduling, capacity, and communications backlog items; evaluated 30 edge cases by customer value, technical feasibility, risk, and effort while surfacing dependencies and blockers across teams.
- Analyzed 3,862 user responses and operational data to identify 8x utilization gap and 14.4-point recommendation gap; defined product KPIs and success measures to track launch performance and inform post-launch backlog priorities and iteration.
- Ran pilot experiments, usability sessions, and product demos for a 269-session rollout; designed routing and role-based workflows while documenting release decisions, stakeholder feedback, and adoption plans for scaled partner-led delivery.

Ford Motor Company/Ford Credit | Software Engineering Intern | Dearborn, MI

Summers 2023 – 2025

- Conducted 4 user interviews and usability tests for full-stack customer feedback product; synthesized qualitative insights into journey maps, problem statements, and interface improvements that increased feedback volume by 25% across internal teams.
- Built document automation integrating Salesforce APIs with Adobe Experience Manager; documented requirements and acceptance criteria, validated implementation considerations, and improved delivery by 15% and reduced data errors by 6%.
- Managed Jira backlog priorities, dependencies, demos, and releases with a 7-member engineering team; balanced user needs and technical tradeoffs through refinement, planning, testing, and production rollout across multiple product teams.
- Investigated 25 customer-impacting issues using Splunk and ServiceNow, identified root causes, and authored 4 Confluence recovery playbooks; surfaced recurring risks and cut restoration time by 50% through standardized troubleshooting steps.

PwC x Arc of Indiana | Consulting Extern

Aug 2024 – Oct 2024

- Built a weighted 7-category Excel scorecard to evaluate competitor programs, combining quantitative evidence, stakeholder priorities, and strategic fit into a repeatable framework for prioritization and evidence-based product decisions across teams.
- Benchmarked 5 peer organizations across 10+ engagement and innovation metrics; synthesized qualitative and quantitative findings into 5 recommendations adopted by leadership and communicated rationale through concise client deliverables.

PROJECTS

Kohler x MSU CSE Capstone | AI Export Documentation Capstone | East Lansing, MI

2026

- Interviewed 3 end users and mapped the end-to-end export-documentation journey, identifying 6 failure points across three areas, translating findings into MVP requirements and an AI workflow for document generation and guided work instructions.
- Tested 3 workflows through usability and A/B sessions across 50+ scenarios and used task-completion data to refine prompts, validation, and fallback, reducing processing time by 42% and improving first-pass document accuracy from 71% to 94%.

Book Club | Independent Product

2026

- Took an invite-only book club app from concept to launch, defining the product vision, prioritizing the MVP, designing core experiences, making scope and technical tradeoffs, and shipping a full-stack React and Cloudflare product for active users.

PROFESSIONAL AND LEADERSHIP DEVELOPMENT

Michigan State University Russell Palmer Career Management Center | Peer Coach | East Lansing, MI

May 2025 – May 2026

- Conduct 20+ weekly coaching sessions for 200+ undergraduates, diagnosing individual goals and constraints to deliver tailored recommendations while managing high-volume demand and communicating complex decisions across programs.
- Coach students through case interviews and career decisions using structured problem solving and quantitative reasoning; generate ~40% of positive feedback across a 25-coach team by adapting recommendations based on user needs and outcomes.

Spectrum Consulting Group | Consultant | East Lansing, MI

Sept 2022 – May 2026

- Led \$15K automotive SaaS workstream, mapped end-to-end lead workflow and evaluated 4 platforms across integration fit, functionality, cost, and usability; recommended automation projected to cut data entry ~30% and lift demo conversions 25%.
- Built a performance management framework for a multimillion-dollar utilities client by defining 19 KPIs and evaluating 3 software platforms; translated business requirements into recommendations that improved resource planning by 15% at scale.
- Developed customer acquisition and digital strategy for hospitality client using 99 survey responses and 3,000+ data points; synthesized behavior into 3 prioritized initiatives to improve awareness, engagement, conversion, and measurable outcomes.

ADDITIONAL INFORMATION

Skills | Python | Java | C/C++ | JavaScript | TypeScript | React | Swift | HTML/CSS | Ruby | SQL | Power BI | Excel | PowerPoint | Git | R

Software | Jira | Confluence | ServiceNow | Splunk | Adobe Experience Manager | Google Cloud | GraphQL | Figma | OpenAI API

Interests | Traveling, reading, espresso, embroidery, watching Modern Family & The Great British Baking Show