

Technical Program Management Overview

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GitHub: <https://github.com/ravimadapati/TPM-Work>

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■ About Me

I'm a senior Technical Program Manager with 15+ years of experience leading complex, high-impact programs at the intersection of technology, business, and infrastructure. I specialize in cloud transformation, AI/ML platform delivery, customer experience (CX) systems, and enterprise modernization. My superpower lies in connecting strategy to execution—turning ambiguity into action with clear roadmaps, cross-functional alignment, and scalable delivery systems.

■■ Core Areas of Expertise

- Cloud Infrastructure & Modernization: AWS, Azure, hybrid cloud, SD-WAN, datacenter migrations
- AI/ML Platforms: Budget planning, model deployment workflows, platform governance, analytics
- CX & Martech: Identity resolution, CDPs, personalization, audience segmentation, data architecture
- Program Governance: OKRs, AOP cycles, cross-functional cadences, status reporting, metrics frameworks
- Vendor & Stakeholder Management: RFPs, technical evaluations, partner alignment, executive reporting
- Tools: PowerPoint, Excel, Lucidchart, JIRA, Tableau, Power BI, Confluence, GitHub (new!)

■ Highlights from My Work

- Global Cloud Modernization at Gap Inc.: Migrated legacy store and corporate infrastructure to AWS; led SD-WAN and cloud voice rollout across 1,000+ locations. Outcome: 35% improvement in uptime, 20% cost savings.
- AI/ML Platform Execution at Multiscale: Drove alignment across engineering, product, and finance for \$25M+ in investments. Built dashboards to track model performance, budget burn, and ROI. Reduced reporting complexity by 40%.
- CX Technology Strategy Delivery: Led delivery of cross-channel personalization, identity resolution, and audience management platforms. Authored executive roadmaps and vendor evaluations across data, content, and testing tools.
- Cross-Functional Governance & Scaling: Established planning rhythms, automated sprint tracking, and created status frameworks across distributed teams in the US, India, and Europe. Improved forecast accuracy and decision velocity.

■ How I Work

- I build bridges across Product, Engineering, and Business teams.
- I believe in "clarity before control"—aligning on what matters before managing the how.
- I love structure, but I'm not afraid to improvise when reality doesn't follow the roadmap.
- I own delivery like it's my own business—because it kind of is.