Uday Tamma

Principal Technical Program Manager / Platform & Programs Lead

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SUMMARY

Principal TPM with 15+ years leading large-scale platform and reliability programs, with deep experience driving high-blast-radius initiatives across billing, reliability, compliance, and large-scale migrations.

INDEPENDENT BUILDER

AI/ML & Systems Prototyping | Oct 2025 – Present

- Built AI-first system prototypes (RAG over historical change data, agent workflows, evaluation loops) to explore GenAI system tradeoffs, failure modes, and human-in-the-loop design. **Portfolio**: zeroleaf.dev (with live demos and documentation)

CORE EXPERIENCE

Amdocs Inc | Principal Technical Program Manager | *2008 – Sept 2025* | *Fast-tracked from Engineering Lead to Principal TPM. Managed high-blast-radius reliability & platform programs for Tier-1 Multiple-System Operators (MSO).*

- Owned recovery of a critical billing platform serving ~1.6M subscribers after a critical storage subsystem failure; designed and executed phased restart with explicit checkpoints, capped data corruption risk, restored billing SLOs, and prevented extended outages and customer credits under executive pressure.
- Led cross-company SOC compliance automation across Security, IT, Network, Finance, and auditors without formal authority; standardized control libraries and reusable evidence pipelines, enabling phased rollout with explicit risk acceptance and delivering ~18% program-level EBIT improvement via durable run-rate cost reduction.
- Challenged over-engineered payment architecture (full card vault) by grounding tradeoffs in PCI scope, latency, and infra cost; drove adoption of a reduced design with compensating controls, preserving compliance while lowering COGS and accelerating delivery.
- Ran governance for an 18-month, multi-wave migration of ~1.6M subscribers while simultaneously taking over L2/L3 support; introduced dual-run support by wave and explicit go/no-go criteria to cap MTTR and customer impact.
- Built and operationalized a self-healing reliability platform (APM + runbooks + enforcement thresholds), deliberately positioning it as a managed reliability tier rather than tooling; enabled sale as a new SKU, generating ~$1.5M in net-new ARR.
- Drove org-wide reliability transformation across 150+ Tier-0/Tier-1 services by shifting to vertical stack ownership and enforcing PRR, HA/DR, and tested rollback as non-negotiable gates, trading feature velocity for sustained availability gains.

- Established an error-budget-driven automation model targeting high-frequency, high-blast-radius failures; prioritized automation based on incident frequency × MTTR × error-budget burn, cutting escalations and on-call burnout.
- Used executive decision cadence (OKRs, roadmaps, QBRs) to drive funding shifts, scope cuts, and timeline resets by reframing dependency coupling and recovery risk into revenue- and margin-aware decisions.
- Provided execution leverage across a ~100-person global operations organization by enforcing common reliability standards, escalation norms, and risk-based capacity allocation.

EDUCATION

MBA, University of Illinois at Urbana Champaign, Illinois.

MS, Electrical Engineering, University of Texas at Arlington, Texas.