Uday Tamma

Principal Technical Program Manager | Product & AI Platform Delivery
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SUMMARY

Principal Technical Program Manager with 15+ years leading high-blast-radius platform, reliability, and AI-enabled initiatives. Owns product definition, MVP scoping, and go-to-market execution for internal and customer-facing platforms, translating technical risk into P&L-aware tradeoffs and durable systems at scale.

INDEPENDENT BUILDER

AI/ML & Systems Prototyping | Oct 2025 – Present | *Built and operated 2 live, production-like capstone platforms focused on high-risk operational domains (fraud detection, network incident RCA), with full documentation and demos.*

- Payment Fraud Detection Platform (Telco/MSP): real-time decisioning with <200ms P99 latency, 260+ RPS throughput, hot-reload policy engine, and complete evidence capture for dispute resolution.
- TelcoOps Incident RCA Platform: correlates noisy alerts into incidents and generates baseline + LLM-assisted RCA with audit trails and confidence scoring; explicitly evaluates automation failure modes and human-in-the-loop boundaries.
- Produced decision memos, tradeoff analyses, and failure-mode documentation to explicitly evaluate production readiness and program risks.

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 Tier1 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 through deliberate stakeholder alignment; 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 reductions.
- 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.
- Owned product definition and rollout of a self-healing reliability platform (APM, runbooks, enforcement thresholds), defining MVP scope, adoption gates, and success metrics (MTTR, incident volume), while driving cross-org execution and operational readiness.

- Positioned the platform as a managed reliability tier rather than tooling**,** partnering with Sales and customer leadership to launch it as a new SKU, generating ~$1.5M in net-new ARR and expansion across domains.
- Instrumental in rollout and operationalization of AI-assisted operations copilot and a customer billing assistant, scoping initial capabilities, defining guardrails (retrieval gating, confidence thresholds, human-in-the-loop escalation), and establishing adoption and safety metrics.
- Helped turn early GenAI failures (hallucination risk, ambiguous responses) into durable design patterns for regulated, customer-impacting workflows, enabling continued deployment without expanding compliance or reputational risk.
- 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 manage program risks, cap MTTR, and limit customer impact.
- Drove org-wide reliability transformation across 130+ 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 and aligning stakeholders on tradeoffs.
- Provided execution leverage across a ~110-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.