

**UDAY TAMMA**  
**PRINCIPAL TECHNICAL PROGRAM MANAGER**

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Strategic Engineering Leader with 18+ years of experience architecting and delivering distributed systems for Tier-1 Telecommunications providers. Expert in Applied GenAI Operations, Hybrid-Cloud Observability, and Large-Scale Data Migrations for platforms supporting 5M+ subscribers. Proven ability to bridge the gap between R&D, Operations, and Sales to drive complex technical programs that reduce MTTR by 42% and generate \$1.5M+ in new revenue. Deep expertise in driving governance, compliance, and reliability for mission-critical infrastructure.

## TECHNICAL SKILLS

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**Core Competencies:** Technical Program Management, System Design, SRE, Incident Management, Disaster Recovery (HA/DR), Cloud Cost Optimization (FinOps)

**Data & AI Stack:** Generative AI (RAG, LLM Fine-Tuning), Nvidia NeMo, Mistral-7B, Azure AI, Vector Databases, SQL, Informatica ETL

**Observability & Automation:** Python Scripting, Enterprise Observability (Amdocs atomIQ), Distributed Tracing, Alerting Strategy, Runbook Automation

**Methodologies:** Agile/SAFe, CI/CD Pipelines, SOC/PCI Compliance Governance, Zero-Trust Security

## PROFESSIONAL EXPERIENCE

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### AMDOCS INC. | Champaign, IL

*Global software & services provider for Tier-1 Telecom & Media companies (\$10B Revenue)*

#### Director / Principal Technical Program Lead | Apr 2022 – Sep 2025

*Scope: Lead technical strategy and operations for a portfolio of 28 enterprise applications serving 5M+ subscribers.*

##### GenAI Production Architecture (opsGPT)

- Architected and piloted a hybrid Generative AI operational assistant to automate Tier-1 support ticket resolution.
- **Technical Implementation:** Designed a hybrid architecture with datacenter application layer and Azure inference. Orchestrated fine-tuning of Mistral-7B models using Nvidia NeMo on proprietary datasets, augmented via RAG with customer service documentation.
- **Impact:** Reduced average ticket handling time (AHT) by 63% and automated resolution for high-volume support queries, validating enterprise-wide AI adoption roadmap.

##### Reliability & SRE Transformation

- Spearheaded a reliability program for billing and ordering platform, shifting from reactive support to proactive SRE principles.
- **Action:** Implemented "Self-Healing" capabilities using Python automation triggered by atomIQ observability alerts. Codified runbooks for common infrastructure failures.
- **Impact:** Improved system availability to 99.9% and reduced critical incident volume by 50%, safeguarding SLA penalties.

##### Security & Compliance Governance

- Directed the "Zero-Touch" security initiative to meet stringent federal regulations.
- **Action:** Integrated automated compliance checks (SOC-1, PCI-DSS) into the delivery pipeline.
- **Impact:** Achieved 100% compliance with NSA/DOJ data privacy regulations and reduced audit preparation lead time by 33%.

## Senior Manager – Technical Operations & Observability | Oct 2019 – Apr 2022

### Enterprise Observability Rollout (atomIQ)

- Led technical sales support and implementation of Amdocs' proprietary observability platform for a major US cable operator (Altice).
- **Impact:** Generated \$1.5M in incremental revenue and reduced Mean Time to Detect (MTTD) by 30%.

### Automated Incident Remediation

- Engineered an event-driven automation framework to address recurring production issues.
- **Impact:** Reduced Mean Time to Recovery (MTTR) by 42%, eliminating ~2,900 hours of manual engineering toil annually.

### Infrastructure Cost Optimization (FinOps)

- Led cross-functional initiative to optimize compute and storage resource allocation across hybrid environments.
- **Impact:** Achieved 18% reduction in operational expenses by rightsizing instances and enforcing data retention policies.

## Customer IT Operations Manager / Program Lead | Jun 2017 – Sept 2019

### Large-Scale Subscriber Migration

- Led critical data migration program moving 1.6M subscriber records from legacy systems to modern Amdocs BSS stack.
- **Strategy:** Designed "Weekend Block" migration strategy with controlled cohorts for rollback and validation. Utilized Informatica ETL for high-throughput data transfer.
- **Impact:** Completed migration within 17-month deadline with zero data loss and maintained 99.6% platform availability.

### Agile Delivery Transformation

- Transitioned engineering teams from Waterfall to Agile methodologies, establishing bi-weekly sprint cadences.
- **Impact:** Increased feature delivery velocity by 25% and improved cross-team synchronization.

## Software Engineering Lead / Manager | Jan 2015 – Jun 2017

- **PCI Compliance Program:** Collaborated with Security Architects to optimize code for PCI-DSS audits, reducing code revisions by 65% through proactive static analysis integration.
- **Zero-Defect Delivery:** Managed SDLC for Payment and Billing modules, achieving zero-defect code in production for key financial features.

## EDUCATION & CERTIFICATIONS

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**MBA (General Management)** | University of Illinois at Urbana-Champaign

**M.S. Electrical Engineering** | University of Texas at Arlington

**Certifications:** Certified SAFe Agilist | Generative AI with LLMs (Coursera)