

BEDRAM VERMA

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AI-Driven Innovation | Product & Platform Engineering | Cloud & Data Architecture | End-to-End Software Delivery | Enterprise Digital Transformation

Senior Engineering Leader with extensive experience driving enterprise product development, cloud-native architecture, and AI-powered innovation aligning emerging technologies with measurable business outcomes. Proven track record in leading large-scale digital transformation programs and delivering impactful, high-value solutions across industries including e-commerce, retail banking, payments, and telecommunications.

Recognized for leading global engineering and cross-functional teams in delivering AI products, enterprise applications, and cloud migration programs (AWS, Azure, GCP). Combines deep technical acumen with strategic program leadership to architect secure, scalable, and high-performance platforms while mentoring high-performing teams, fostering innovation, and ensuring on-time, quality delivery.

Core Competencies

Product & Platform Strategy | AI & Data-Driven Innovation | Enterprise Program Leadership | Solution Architecture & Technical Delivery | Cloud-Native & Microservices Transformation | Digital Transformation & Legacy Modernization | Agile Portfolio & Release Management | Pre-Sales Engineering & Client Engagement | Customer Experience Engineering (CX/UX) | Risk Management & Regulatory Compliance | Data Engineering & Integration | Content & Experience Platforms | Change Management & Enterprise Alignment | E-Commerce, Financial Services, Healthcare & Telecom Solutions.

Technical Expertise

AI Platforms & Strategy: Proven experience in GenAI, Conversational AI, Agentic AI, RAG, LLMs, knowledge graphs, vector databases, and AI governance.

Full-Stack & Microservices Development: Proficient in java, JavaScript, React Native, React, Flutter, Angular, Node.js, Spring Boot, and Python –building secure, scalable, event-driven applications.

Cloud-Native Architecture: Expert in designing and deploying multi-cloud solutions (AWS, Azure, GCP) with a focus on automation, security, and performance.

Data Engineering & Integration: Skilled in Kafka, Snowflake, SQL/NoSQL, & API-led integration to deliver real-time, intelligent platforms.

DevOps & Platform Reliability: Hands-on with CI/CD pipelines (GitHub, GitLab, Jenkins), Docker, Kubernetes, & performance monitoring.

Agile & Secure Delivery: Experienced in Agile (Scrum/Kanban) with strong adherence to Secure SDLC and continuous improvement.

Selected Project Highlights

Driving Business Impact Through Innovation, Technical Execution, and Strategic Leadership:

- **AI-Driven Product & Transformation Initiatives** – Driving the end-to-end development of scalable, secure, AI-powered products and platforms by leading cross-functional engineering teams, architecting agentic systems (RAG, ML personalization, conversational AI), implementing robust governance frameworks, and aligning data strategy and system integration with business goals to deliver measurable impact in user engagement, automation, and decision intelligence.
- **Connected GTM Experience at ServiceNow** – Led a 20-member engineering team to deliver scalable web and mobile applications for the Sales team, resulting in a \$2M revenue uplift. Architected and built user-centric mobile & web apps solutions to kick-off sales on the NOW Platform, integrating Outlook and CRM data via Snowflake for real-time sales intelligence. Technologies used: Angular Native, GraphQL, Spring Boot, Azure Functions, Cosmos DB.
- **Payment & Lending Platform Enhancements at PNC Bank** – Sr. Architect for the development of secure APIs and micro-apps to enhance digital payment and lending services. Improved operational efficiency, platform security, and compliance by integrating MFA protocols and Dynatrace. Stack included Spring Boot, React, and API Management.
- **Marketing & CDP Engineering at Atlassian** – Delivered privacy-compliant data workflows and fault-tolerant microservices to integrate Salesforce Marketing Cloud. Enhanced data governance and system scalability using Spring Boot, AWS Kinesis, S3, and Athena—supporting real-time campaign performance and compliance.
- **HR Applications Modernization at Intel** – Portfolio Lead for enterprise-wide HR platform modernization, generating \$3M+ in business value. Directed a team of 50+ engineers to re-architect applications using ReactJS, Spring Boot, and PostgreSQL, migrating from legacy .NET applications. Automated generation of 11M+ HR documents (e.g. W-2s, pay stubs) using UiPath, with integrating to Workday.
- **Customer Resolution Platform (CORE) at T-Mobile** – Developed an enterprise-grade call quality analysis system, integrating data from multiple sources to support customer service evaluations. Delivered actionable insights via Power BI dashboards, resulting in \$5M+ in business value and improved service quality.
- **U2.0 Digital Transformation T-Mobile** – Led integration and defect triage for billing, prepaid, and postpaid systems as part of T-Mobile's digital transformation. Ensured system uptime and transactional integrity across mission-critical workflows using API-Led architecture, TIBCO, IAM, and SAP.
- **E-Services: My-Mobile Portal at T-Mobile** – Designed and implemented customer-facing features for the My-Mobile Portal, enabling dynamic plan and device mapping. Used AEM, Spring Boot, and Angular 2 to deliver real-time, personalized offers, enhancing customer engagement and satisfaction.

Professional Experience

XiPHI.ai | Seattle, WA

Director of AI Engineering – AI Systems & Applied Intelligence

Jan 2025 – Present

Leading the end-to-end development of an agentic Conversational AI platform for the AV industry, focused on delivering AI-powered agents enhanced by knowledge graphs, RAG-based recommendation systems, and document intelligence. Driving enterprise data strategy, full-stack implementation, system integration, and Agile team leadership to create scalable, context-aware, and personalized user experiences aligned with strategic business objectives.

Key Skills: AI in Business Solutions, Architectural Leadership, Technical Roadmap & Product Alignment, Scalable AI Systems, Merging Technology Adoption, Enterprise Data Strategy, Customer-Centric Innovation, Cross-Functional Collaboration, Thought Leadership

- Defined and executed enterprise AI strategy, delivering scalable, secure, and reproducible AI solutions aligned with business objectives and measurable impact.
- Led the development of agentic Conversational AI systems, integrating ElevenLabs for voice synthesis, Neo4j for knowledge graph management, Retrieval-Augmented Generation (RAG) pipelines, and ML-driven personalization engines to enhance user engagement, intelligent automation, and data-informed decision-making.
- Oversaw end-to-end data architecture and system integration to support a multi-modal Conversational AI Agents, managing full-stack implementation across both web and voice interfaces.
- Built and scaled cohesive teams by mentoring technical leads, optimizing resource allocation, and embedding a culture of continuous improvement, resulting in increased velocity, reduced cycle times, and consistently high-quality deliverables.
- Established policies and enforcement mechanisms to ensure model transparency, bias mitigation, data privacy, and usage control aligning AI governance practices with broader enterprise technology strategy to support long-term scalability, effective risk management, and sustainable value creation.

Accenture | Seattle, WA

Senior Software Engineering Manager – Technology

Oct 2014 – Nov 2024

Led cross-functional engineering teams in the end-to-end design and delivery of custom software solutions, driving large-scale digital transformation initiatives. Defined and executed architectural strategy, implemented development and DevOps best practices, and ensured alignment between technology execution and evolving business goals—consistently delivering secure, scalable, and innovative products that enabled operational efficiency and long-term growth. **Key Clients:** ServiceNow, PNC Bank, Atlassian, Intel and T-Mobile

Key Skills: Business & Technical Strategy, Cloud-Native Architecture, Microservices & API Design, Frontend & UX Engineering, Data Engineering & Analytics, DevOps & CI/CD, Security & Compliance, Digital Transformation & Legacy Modernization, Cross-Functional Program Management, AI/ML Integration

- Directed cross-functional engineering teams to deliver enterprise-grade software solutions across web, mobile, and backend platforms, leading complex, large-scale custom development and transformation initiatives.
- Architected secure, scalable, and cloud-native applications on AWS, Azure, and GCP, leveraging event-driven, modular designs to ensure high performance, fault tolerance, and operational resilience.
- Engineered microservices and APIs using Spring Boot, Node.js, and GraphQL, integrating with critical third-party platforms such as Salesforce, Workday, and various payment systems to streamline enterprise workflows.
- Led the development of intelligent, AI-powered systems incorporating LLMs and Retrieval-Augmented Generation (RAG) for recommendation engines, predictive analytics, and real-time decision-making capabilities.
- Modernized legacy systems by defining functional/technical roadmaps and executing end-to-end migrations to modern stacks using Docker, Kubernetes, CI/CD pipelines, and container orchestration.
- Built advanced data engineering pipelines and real-time analytics solutions using Kafka, Snowflake, SQL/NoSQL, and Power BI, enabling actionable insights and enhanced stakeholder visibility.
- Ensured enterprise security and regulatory compliance through the implementation of MFA, RBAC, encryption, and privacy automation workflows aligned with industry standards (e.g., SOC 2, HIPAA, GDPR).
- Aligned product delivery with strategic priorities through structured program execution, milestone tracking, stakeholder communication, and proactive RAG status reporting.
- Partnered with UX, QA, and product teams to enhance design quality, improve usability, and deliver dynamic, personalized experiences across customer-facing applications.
- Fostered a high-performance engineering culture by mentoring global teams, embedding Agile/DevOps best practices, and driving continuous improvement, innovation, and engineering excellence.
- Collaborating with engineering teams to design, implement, and optimize AI/ML-powered solutions that drive performance, efficiency, and intelligent automation at scale.

Accenture Services Pvt Ltd. | Gurgaon, India

Business Integration & Architecture Leader – Technology

May 2007 – Sep 2014

Led the end-to-end design, development, and delivery of enterprise-grade technology solutions, aligning execution with strategic business objectives. Collaborated with senior leadership to define and implement technology roadmaps, driving initiatives that improved performance, scalability, and quality. Identified inefficiencies across the product lifecycle and introduced optimization strategies to

enhance operational effectiveness. Delivered comprehensive progress reports, providing transparency into timelines, risks, and outcomes. Ensured on-time, within-budget delivery through proactive risk mitigation. Applied deep technical expertise to define architectural standards, coding practices, and tool frameworks—fostering innovation, consistency, and excellence across all phases of software development. **Key clients:** *Quotient Technology, IVY Comptech, Sun Life, WellPoint, Accenture Marketing Science*

Key Skills: Enterprise Integration Architecture, Business & Systems Integration, Program & Project Management, Stakeholder Management, Cross-Functional Team Leadership, Solution Architecture & Governance, Risk & Dependency Management, Strategic Planning & Roadmap, Process Optimization, Agile & Delivery Methodologies

- Led cross-functional teams of 50+ professionals, providing leadership to execute complex business integration projects.
- Designed and delivered enterprise-scale software solutions that aligned with architectural standards and business objectives.
- Partnered with stakeholders to define integration scope, build detailed project plans, and establish key delivery milestones.
- Provided end-to-end architectural guidance to ensure scalable, secure, and maintainable solutions across business units.
- Proactively identified and mitigated project risks, managing technical dependencies to keep projects on track.
- Led initiatives to optimize integration workflows, improving development efficiency and reducing operational friction.
- Ensured continuous improvement of integration architecture to support evolving business needs.
- Facilitated communication between technical teams and business stakeholders to ensure alignment.
- Troubleshooted technical and operational challenges, driving swift resolution to maintain delivery momentum.
- Championed system interoperability, streamlining cross-platform integrations for enhanced enterprise performance.

Sopra Steria | Noida, India

Technical Lead – Product Engineering & Development

Sep 2006 – April 2007

Led team in the development of messaging system, delivering high-quality components aligned with system requirement. Collaborated cross-functionally with developers, QA engineers, and business stakeholders to ensure seamless operations and on-time releases. Actively managed third-party vendor relationships to address dependencies, resolve challenges, and mitigate risks, maintaining alignment with project timelines and organizational goals. **Key clients:** *Colonial Coal Inc.*

Key Skills: Embedded Systems Development, Real-Time Monitoring Systems, System Performance Optimization, Application Deployment, Production Support, Root Cause Analysis, Technical Troubleshooting, Risk Mitigation, Software Reliability

- Led the end-to-end development of messaging system for industrial equipment monitoring.
- Developed real-time alerting mechanisms, reducing incident response times and operational risks.
- Conducted performance testing and system tuning to improve efficiency and throughput.
- Diagnosed and resolved critical issues through detailed system analysis and troubleshooting.
- Oversaw deployments in staging and production, ensuring seamless transitions and minimal disruption.
- Provided hands-on technical leadership to guide team members through complex problem-solving and system enhancements.

Polaris Software Lab Ltd. | Gurgaon, India

Senior Developer – Banking & Financial Applications

Aug 2004 – Sep 2006

Senior Developer responsible for designing and developing user interface pages and controllers for the Foresee and ULU-TC, contributing across the full software development lifecycle from requirements gathering to successful deployment. **Key clients:** *GE Money, UBS.*

Key Skills: UI/UX Development, Retail Banking Solutions, Frontend Engineering, Performance Optimization, Software Testing & Validation, Peer Code Reviews, Quality Assurance

- Led the migration of legacy Terminal Controller (TC) services to a modern, web-based application architecture, enhancing user experience, maintainability, and alignment with UBS's evolving technology strategy.
- Developed user interfaces for retail banking platform FORESEE, streamlining loan restructuring operations and enhancing usability.
- Conducted comprehensive unit and integration testing to ensure feature reliability and maintain production-ready quality.
- Participated in peer code reviews, upholding development standards and fostering a collaborative engineering environment.
- Designed and implemented test procedures for various modules, ensuring seamless performance and stability.

Education | Certifications

Education: Computer Engineering – Indira Gandhi National Open University, New Delhi, India | **Bachelor of Science (B.S.) Applied Mathematics** – Dr Bhimrao Ambedkar University, Agra India

Certifications: Designing and Building AI Products and Services – MIT (2025) | Project Management Professional (PMP) – PMI (2024) | Google Cloud Certified—Professional Cloud Architect | SnowPro Core Certification | AWS Certified Solutions Architect—Associate