

BEDRAM VERMA

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AI Operating Systems & Platform Engineering Leader with extensive experience leading enterprise-scale architecture, digital transformation, and AI platform strategy across global organizations. Architect of multi-tenant AI Platform-as-a-Service ecosystems enabling conversational intelligence, semantic discovery, personalization, and autonomous workflows powered by LLMs and grounded RAG architectures. Proven track record of translating business vision into scalable, secure, and governed AI-native systems across AWS, Azure, and GCP.

Expert in stateful graph-based orchestration (LangGraph), Chaining LLM Operations (LangChain) to retrieve data from a document & Web, hybrid semantic retrieval (vector + metadata + knowledge graph), and grounded RAG architectures. Proven experience building global memory systems, inter-agent communication protocols, and secure function-calling middleware with OAuth2 and RBAC controls.

Skilled in deploying containerized AI workloads on Kubernetes across AWS, Azure, and GCP. Apply advanced reasoning patterns (ReAct, Chain-of-Thought, self-reflection) with integrated evaluation pipelines to monitor cost, safety, drift, and performance. Focused on delivering scalable, observable, and enterprise-governed AI systems that align innovation with measurable business impact.

Core Competencies

AI & Autonomous Systems Innovation | Multi-Tenant AI Platform Strategy & Roadmapping | Enterprise Program & Technical Leadership | AI-Native Solution Architecture & Delivery | Cloud-Native & Microservices Modernization | Digital Transformation & Legacy Re-Architecture | Machine Learning, Intelligent Automation & Agentic Systems | Generative AI, LLM & Conversational Platforms | Knowledge Graphs, Hybrid Semantic Retrieval & RAG Architectures | Data Engineering, Distributed Systems & Systems Integration | Cloud Strategy & AI Infrastructure (AWS • Azure • GCP) | Agile Portfolio Execution & Release Governance | Customer-Centric Experience Engineering (CX/UX) | AI Governance, Risk & Regulatory Compliance (SOC 2 • GDPR • HIPAA • EU AI Act) | Organizational Change & Enterprise Alignment

Cross-Industry Expertise – E-Commerce • Retail • Banking • Financial Services • Healthcare • Telecom • Enterprise Software

Technical Expertise

- **AI Platforms & Autonomous Systems:** Deep expertise in Generative AI, LLM-powered systems, Agentic AI, RAG architectures, hybrid semantic retrieval (vector + graph), knowledge graphs, and multi-tenant AI platforms. Strong focus on AI governance, security controls, responsible AI, and enterprise-grade trust frameworks.
- **Full-Stack & Distributed Systems Engineering:** Advanced proficiency in Java, Python, JavaScript, Spring Boot, Node.js, React, Angular, Vue.js, React-Native, and Flutter. Architect and builder of secure, scalable, event-driven microservices and high-concurrency enterprise applications.
- **Cloud-Native Architecture & AI Infrastructure:** Extensive experience designing and deploying resilient multi-cloud solutions across AWS, Azure, and GCP. Skilled in Kubernetes-based orchestration, containerized workloads, observability, infrastructure automation, and cost optimization strategies.
- **Data Engineering & Intelligent Integration:** Strong background in Kafka, Snowflake, SQL/NoSQL, API-led integration, and real-time data pipelines powering analytics, personalization engines, and AI-driven decision systems.
- **DevOps, Reliability & Platform Engineering:** Hands-on with CI/CD (GitHub Actions, GitLab, Jenkins), Docker, Kubernetes, distributed tracing, monitoring, and platform observability. Experienced in designing highly available, scalable runtime environments.
- **Agile Delivery & Secure SDLC:** Experienced in Agile (Scrum/Kanban) methodologies and Secure SDLC practices, emphasizing continuous improvement, risk mitigation, compliance, and high-quality global engineering delivery.

Professional Experience

XiPHI.ai | Seattle, WA

Director, AI Solutions & Platform Engineering

Jan 2025 – Present

Led the end-to-end architecture and hands-on development of a multi-tenant AI Platform-as-a-Service powered by Generative AI, LLMs, and agentic reasoning systems. Architected and implemented grounded RAG pipelines, hybrid semantic retrieval layers (vector + knowledge graph), and stateful orchestration engines to power conversational intelligence, semantic discovery, and autonomous workflows. Delivered personalized, context-aware experiences across multiple user personas, reinforced by advanced analytics, data visualizations, and integrated cost and safety telemetry to enable measurable, data-driven decision-making and operational optimization.

Core Competencies: AI Strategy & Enterprise Transformation | Multi-Tenant AI Platform Architecture | AI Operating System Design | Autonomous Reasoning & Agentic Systems | Semantic Discovery & Global Memory Architecture | MCP & A2A Communication | High-Concurrency Middleware | Prompt Caching & Model Routing | Evaluation Pipelines & Cost/Safety Telemetry | AI Governance & EU AI Act Awareness | Product & Technical Roadmapping | Cross-Functional Leadership

Key Responsibilities & Impact | Eventz.ai Ecosystem:

- Architected and deployed a multi-tenant agentic AI platform integrating RAG pipelines, hybrid semantic retrieval (vector + knowledge graph), and data platform to deliver conversational intelligence, AI Automaton workflows, and advanced analytics.

- Defined the long-term AI platform vision and engineered a scalable AI Operating System foundation enabling reusable reasoning stacks, stateful orchestration engines, and secure inter-agent communication across enterprise tenants.
- Designed and built LLM-powered agentic platform supporting mobile and web apps, leveraging containerized microservices and Kubernetes orchestration to deliver low-latency, high-concurrency execution and seamless cross-platform scalability.
- Designed and implemented end-to-end conversational AI workflows to enrich persona profiles, incorporating skill mapping, goal inference, intent detection, data entity extraction, contextual memory management, function-calling middleware, and secure API integrations to deliver context-aware, personalized recommendations.
- Developed a hybrid recommendation engine combining embeddings, behavioral analytics, collaborative filtering, and knowledge graph traversal to enable dynamic agenda building and contextual discovery.
- Established AI governance and trust frameworks, embedding hallucination mitigation, bias monitoring, grounded retrieval, PII protection, and compliance controls aligned with SOC2, GDPR, and emerging AI regulations.
- Implemented model routing, prompt caching, evaluation pipelines, and telemetry-driven optimization to monitor cost, safety, reasoning depth, drift detection, and task success metrics.
- Built and mentored high-performing global AI engineering teams, driving architectural rigor, engineering velocity, production reliability, and cross-functional alignment.
- Led the end-to-end platform transformation aligning product strategy, technical architecture, and enterprise scalability to deliver sustainable growth and long-term innovation.

Accenture | Seattle, WA

Tech Architecture Sr. Manager – Technology

Oct 2014 – Nov 2024

Led enterprise architecture and large-scale digital transformation initiatives for Fortune 500 clients including ServiceNow, PNC Bank, Atlassian, Intel, and T-Mobile, aligning multi-year technology roadmaps with measurable business outcomes. Directed cross-functional engineering organizations in the design, modernization, and scaling of mission-critical platforms across banking, retail, HR, telecommunications, SaaS, and marketing technology domains. Recognized for translating executive strategy into disciplined technical execution, building high-performing global teams, and embedding responsible AI and governance frameworks to deliver resilient, compliant, and enterprise-grade platforms that enable sustainable growth and long-term innovation.

Core Competencies: Enterprise Architecture | AI/ML Integration | Cloud-Native & Distributed Systems | Microservices & API Ecosystems | Event-Driven Architecture | Data Engineering & Real-Time Analytics | DevOps & CI/CD Automation | Security & Regulatory Compliance | Agile Program Leadership | Business-Technology Alignment | Security & Regulatory Compliance

Key Responsibilities & Client Impacts:

- Led architecture and delivery of secure, scalable cloud-native platforms for global enterprise clients across AWS, Azure, and GCP, leveraging modular architecture and event-driven design patterns.
- Directed large-scale legacy modernization programs, transitioning monolithic systems to containerized microservices (Docker/Kubernetes) to improve deployment velocity, system resilience, and operational visibility.
- Defined client-specific technical roadmaps aligned to business growth strategies, cost optimization initiatives, and digital transformation objectives.
- Designed enterprise API ecosystems and real-time data integration frameworks enabling seamless cross-system interoperability and analytics-driven insights.
- Strengthened client security posture through RBAC, encryption, governance frameworks, and compliance alignment (SOC2, GDPR, HIPAA).
- Partnered with executive stakeholders, product leaders, and global delivery teams to translate strategic client objectives into scalable, production-ready solutions with measurable business impact.

Selected Project Highlights:

Connected Go-To-Market Platform – ServiceNow

Directed a 20-member engineering team delivering scalable web and mobile applications for global Sales Enablement initiatives. Architected user-centric NOW Platform solutions integrating Outlook, CRM, and Snowflake data pipelines to provide real-time sales intelligence and customer insides.

- Partnered closely with Sales leadership, Product, UX, Data, Enterprise Solutions and Engineering teams to conduct discovery workshops and research sessions focused on optimizing Sales Kick-Off experiences and field productivity.
- Led user-centric prototyping initiatives, translating business pain points into intuitive, interactive mobile and web solutions that enhanced usability, improved user adoption, and aligned closely with customer experience objectives.
- Defined and executed the technical roadmap aligning enhancements with broader enterprise digital transformation objectives.
- Designed event-driven architectures to enable near real-time opportunity tracking, forecasting insights, and actionable intelligence. Implemented secure GraphQL APIs and scalable integration layers to support low-latency, high-performance data exchange across distributed systems.
- Optimized data caching strategies, and service orchestration to enhance responsiveness across mobile and web clients.
- Established observability and monitoring frameworks to measure system performance, user adoption, and feature impact—driving continuous improvement through data-informed iteration.

- Facilitated cross-functional alignment through milestone planning, stakeholder communication, and executive reporting to ensure predictable delivery and measurable business outcomes.

Payment & Lending Platform Enhancements – PNC Bank

Architected secure microservices and APIs supporting high-volume digital payment and lending ecosystems.

- Designed scalable Spring Boot services handling critical transactional workloads.
- Implemented OAuth2-based authentication, and API gateway enforcement to strengthen security posture.
- Integrated Dynatrace for end-to-end observability for monitoring and proactive issue detection.
- Applied domain-driven design principles to modularize lending workflows and improve system extensibility.
- Reduced transaction latency and improved reliability through optimized service orchestration and caching layers.

Marketing & Customer Data Protection – Atlassian

Engineered privacy-compliant microservices integrating Salesforce Marketing Cloud.

- Designed and developed RESTful APIs using Spring Boot to integrate with Salesforce Marketing Cloud.
- Implemented event-driven data pipelines leveraging AWS Kinesis, S3, and Athena to enable real-time marketing campaign analytics and performance insights.
- Implemented data governance controls and PII masking aligned with enterprise privacy regulations.
- Built scalable data ingestion frameworks supporting high-volume marketing telemetry.
- Strengthened fault tolerance and resiliency using distributed processing and retry strategies.
- Improved campaign reporting accuracy and system scalability across global regions.

HR Applications Modernization – Intel

Led a large-scale HR modernization program delivering \$3M+ in measurable business value.

- Led HR Landscape apps modernization overseeing cross-functional teams, program planning, budgeting, risk management, and executive stakeholder alignment.
- Defined the apps modernization roadmap and re-architected legacy .NET applications leveraging React and Spring Boot microservices & Postgres, improving scalability, maintainability, and system resilience.
- Directed the automation of 11M+ annual HR documents (W-2s, pay stubs) leveraging UiPath, streamlining operational workflows and reducing manual processing overhead.
- Managed enterprise integration with Workday APIs, ensuring secure, real-time HR data synchronization across systems.
- Improved system performance and reduced operational costs through containerization (Docker/Kubernetes), CI/CD automation, and optimized release management practices.
- Established structured governance, compliance oversight, and security controls aligned with HR data privacy regulations and enterprise standards.
- Drove Agile delivery execution, performance tracking, and milestone-based reporting to ensure predictable outcomes and sustained stakeholder confidence.

Customer Resolution Platform (CORE) – T-Mobile

Led development of a distributed call-quality analytics platform integrating multi-source datasets.

- Led end-to-end delivery of distributed platform solutions, generating over \$5M in measurable business value by enhancing operational visibility and customer insights. Oversaw architecture design, sprint planning, execution tracking, and stakeholder alignment across cross-functional teams.
- Designed and implemented backend microservices using Java, Spring Boot, Node.js, MongoDB, and MS SQL to support scalable data ingestion and high-throughput processing.
- Developed ETL pipelines to ingest and process call recording data, enabling platform for call-quality analytics and performance evaluation.
- Improved system scalability and performance through horizontal scaling strategies, optimized database indexing, and efficient service orchestration.
- Built real-time analytics dashboards using Power BI and delivered executive-level reporting frameworks to support strategic decision-making and performance monitoring.
- Established structured governance models to ensure adherence to security standards, data privacy regulations, and enterprise compliance requirements.
- Managed risk mitigation, milestone tracking, and RAG-based reporting to maintain transparency, accountability, and predictable delivery outcomes.
- Mentored engineering teams, reinforced Agile best practices, and ensured secure, high-quality, and reliable production deployments.

U2.0 Digital Transformation & My-Mobile Portal – T-Mobile

Led enhancements for MyTMO and played a key role in the end-to-end U.O digital transformation of prepaid, and postpaid systems by designing and implementing scalable microservices-based architecture that improved performance, reliability, and customer experience.

- Led end-to-end application development and modernization of prepaid, and postpaid systems, transitioning legacy workflows into scalable microservices-based architecture.
- Owned technical design, code reviews, sprint execution, and release management across distributed engineering teams to ensure high-quality, timely delivery.
- Designed and developed backend services using Spring Boot, integrating with TIBCO, IAM, SAP, and AEM digital engagement platforms to support operations.
- Ensured high availability, transactional integrity, and system reliability across large-scale subscriber workflows handling high-volume requests.
- Implemented real-time personalization capabilities, including dynamic plan and device mapping, improving customer engagement and digital self-service adoption.
- Developed secure identity and access management controls, enforcing authentication, authorization, and subscriber data protection at enterprise scale.
- Improved deployment reliability through CI/CD automation, containerization (Docker), and environment standardization, reducing release risk and improving operational efficiency.
- Collaborated closely with Product, UX, QA, and Infrastructure teams to align technical implementation with customer experience goals and business priorities.

Accenture Services Pvt Ltd. | Gurgaon, India

Business Integration & Architecture Manager – Technology

May 2007 – Sep 2014

Led end-to-end architecture, design, and delivery of enterprise integration and transformation programs across global clients including **Quotient Technology, IVY Comptech, Sun Life, WellPoint, and Accenture Marketing Science**. Served as the technical and delivery lead for complex, multi-system initiatives, aligning architecture strategy with evolving business objectives.

Partnered with executive stakeholders to define multi-year technology roadmaps, modernize integration ecosystems, and establish scalable, high-performance platforms. Applied architectural governance, reusable frameworks, and coding standards to ensure consistency, security, and maintainability across distributed global teams.

Delivered predictable outcomes through structured risk management, milestone planning, dependency tracking, and transparent executive reporting—consistently achieving on-time, within-budget program delivery.

Core Competencies: Enterprise Integration Architecture | Distributed Systems & Middleware | Program & Project Leadership | Solution Architecture Governance | Business & Systems Integration | Risk & Dependency Management | Strategic Roadmapping | Process Optimization | Agile Delivery | Stakeholder Alignment

Key Responsibilities & Impact:

- Led cross-functional teams of 70+ engineers delivering large-scale business integration and digital transformation programs.
- Architected enterprise-scale integration solutions using service-oriented and event-driven design patterns to enable interoperability across heterogeneous platforms.
- Defined integration blueprints, data exchange models, and API frameworks to standardize cross-system communication.
- Provided end-to-end architectural leadership ensuring scalable, secure, and highly available systems aligned with enterprise standards.
- Identified and mitigated technical risks, system dependencies, and performance bottlenecks to safeguard program timelines and platform stability.
- Optimized operational workflows and integration processes, reducing redundancy and improving system efficiency.
- Established architectural governance frameworks and review boards to enforce quality, performance, and security standards.
- Bridged business and engineering stakeholders, translating strategic objectives into executable technical designs.
- Championed system interoperability and cross-platform integration strategies, strengthening enterprise agility and long-term scalability.

Sopra Steria | Noida, India

Technical Lead – Product Engineering & Development

Sep 2006 – April 2007

Led the end-to-end development of messaging system, delivering high-quality, reliable components aligned with business and system requirements. Collaborated with developers, QA engineers, and business stakeholders to ensure seamless operations, timely releases, and consistent performance. Managed third-party vendor relationships to address dependencies, resolve challenges, and mitigate risks—maintaining full alignment with project timelines and organizational objectives. **Key clients:** Colonial Coal Inc.

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

Key Responsibilities & Impact:

- Led the development of a real-time messaging and alerting system for equipment monitoring.
- Built proactive alerting mechanisms that reduced incident response times and minimized operational risks.
- Performed performance testing and system tuning, improving throughput and resource efficiency.
- Diagnosed and resolved critical system issues through in-depth analysis and troubleshooting.
- Oversaw staging and production deployments, ensuring stability and minimal disruption.
- Provided hands-on technical leadership, mentoring team members in advanced debugging and system optimization.

Polaris Software Lab Ltd. | Gurgaon, India

Senior Developer – Banking & Financial Applications

Aug 2004 – Sep 2006

Served as a Senior Developer responsible for designing and developing user interface components and backend controllers for the Foresee and ULU-TC applications, contributing across the full software development lifecycle—from requirements analysis and solution design to implementation, testing, and deployment. Delivered high-quality, user-centric solutions that enhanced operational efficiency, improved system performance, and aligned with evolving business objectives and technology strategies. Key clients included **GE Money** and **UBS**.

Core Competencies: UI/UX Design & Development | Frontend Engineering & Interfaces | Retail Banking Application Solutions | Performance Optimization & Scalability | Software Testing, Validation & Debugging | Peer Code Reviews & Technical Mentorship | Quality Assurance & Release Readiness

Key Responsibilities & Impact:

- Led the migration of legacy Terminal Controller (TC) services to a modern, web-based architecture, improving maintainability and user experience in line with UBS's modernization roadmap.
- Designed and developed UI components for banking platform, focusing loan restructuring workflows and enhancing usability.
- Performed comprehensive unit and integration testing, ensuring functionality, reliability, and production-grade stability.
- Conducted peer code reviews to uphold engineering standards and promote team collaboration.
- Designed and executed test cases for multiple modules, ensuring seamless performance and consistent system behavior.

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