Bharath Venkataraman

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SUMMARY

Technical Program Manager with extensive engineering experience delivering global, cross-functional programs in partner integrations, software engineering, operations, cloud modernization, and infrastructure. At Apple IS&T, led mission-critical software programs, infrastructure migrations to AWS and internal cloud, optimized NPI launch processes, and managed global matrix teams. Currently building systematic trading infrastructure and an AI-driven research platform. Turns business and operational needs into programs, aligns stakeholders across functions, and delivers measurable results.

SKILLS

Program Governance & Operating Cadence, Cross-Functional Transformation, Change Management & Adoption, Executive Communication, KPI Design, Prioritization Frameworks, Generative AI Tools, Tableau, NPI Readiness, Systems Integration, Matrix Org Navigation, Global Team Mentorship, AWS Cloud Infrastructure, ML/AI Platform Integration, API Systems, CI/CD Pipelines, Python, Jenkins, Confluence.

EXPERIENCE

Cashew Capital Fund, *Technical Program Manager*

Apr 2024 - Present, San Jose, California

• Delivered research infrastructure to develop and test regression models, analytics pipelines, and algorithmic trading POCs; built a team of real-time generative AI agents that monitor market-moving signals, exchange data and indicators, reducing trading analysis effort and validating portfolio execution plans.
• Established the technical program framework for a systematic trading platform: program roadmap, milestones, operational documentation, and runbooks covering API integration, portfolio execution, and infrastructure.
• Set up research workflows integrating prime brokerage APIs, market data APIs for training and live data, enabling rapid experimentation, reproducible analytics, and systematic trading recommendation and execution.

Apple Inc, *Engineering Operations Lead (IS&T)*

Feb 2017 - Apr 2024, Cupertino, California

• Operations program owner for AppleCare's core service management applications, GCRM MobileGenius and Global Service Exchange, across iOS, iPadOS, macOS, and API/Web, used by 400+ Apple Retail Stores, worldwide OEM partners, telecom carriers, and 500+ Apple Authorized Service Providers.
• Led cross-functional AppleCare software integration delivery and infrastructure programs with a global matrix team of 20+ engineers, PMs, SREs, and DevOps, driving alignment without direct reporting authority.
• Designed and ran a pre-launch gate review with business, finance, and operations leaders to validate parts and pricing data before each NPI, cutting customer experience disruptions by 95% year-over-year.
• Led rollout and adoption of an ML repair recommendation engine across Apple Stores and Authorized Service Providers, expanding from one product to every store and partner, and cut average repair creation time by 20%.
• Drove strategic direction and on-time delivery by setting release checkpoints and running monthly executive business reviews to align leaders on risk, tradeoffs and priority decisions.
• Executed AppleCare rollouts during NPI launch, WWDC releases, and holiday programs by collaborating with 10+ engineering, SRE, and PM teams; achieved zero NPI launch-day critical incidents over 4 consecutive years.
• Ran Agile delivery for critical sustaining engineering tracks, with weekly sprint planning, backlog workshops and sprint reviews, plus release tracking and partner integration.
• Set up intake and scoping for business and operations requests, prioritized them against team capacity and tracked them to completion.
• Led organization-wide CI/CD standardization, automated monitoring, accessibility and security compliance, meeting release KPIs while bringing unplanned release downtime down by 80%.
• Coordinated critical AppleCare service management application migrations to AWS and Apple's internal cloud, retiring aging datacenter hardware, adding redundancy and compressing deployment windows by 30%.

Dell Technologies, *Senior Systems Engineer - Production Engineering*
Jun 2010 - Feb 2017, Santa Clara, California

• Led production engineering for Dell's ProSupport Plus ecosystem, engineering REST API integrations to connect to Hadoop data lakes and Big Data platforms with external customer-facing iOS/Android applications.
• Drove service improvement initiatives that reduced unplanned downtime by 85% through disciplined risk and upgrade management, automation, configuration management, and proactive monitoring.
• Coordinated data center consolidation and virtualization saving $3M+ per year.
• Received Dell Champion Award for end-to-end delivery of ProSupport Plus; established L1/L2/L3 support organizations across global Dell sites.

Dell Technologies, *Application Management Senior Advisor - Dell Online*
May 2007 - Jun 2010, Round Rock, Texas

• Ran 24x7 operations for Dell's e-commerce platform, covering the order flow from online sales channels through supply chain fulfillment during peak promotional events.
• Established interconnected L1/L2/L3 support workflows across global sites including Austin, Brazil, India, and Malaysia.

BearingPoint Management Consulting, *Senior Consultant*
Jul 2006 - May 2007, Dallas, Texas

• Served as IT systems administration lead for enterprise Oracle/PeopleSoft deployments across major government clients, translating complex business, financial, and operational requirements into deployed technical solutions.

RiverPoint Consulting Group, *Consultant*
Jul 2003 - Jul 2006, Overland Park, Kansas

• Managed enterprise application operations and external stakeholder integrations for corporate clients including Sprint-Nextel and Ferrell Gas/Blue Rhino, establishing SLA-driven delivery frameworks.

EDUCATION

Executive MBA, *UCLA Anderson School of Management*
MS Electrical Engineering, *University of Texas at Arlington*
BE Electronics & Communications, *Bharathiar University, India*

LICENSES & CERTIFICATIONS

AWS Certified Cloud Practitioner

AWS Certified AI Business Strategist

Certified ScrumMaster (CSM), *Scrum Alliance*