

KARTHIKEYAN NATARAJAN, MBA

Director-level TPM Leader | Enterprise Platforms, AI/ML & Cloud-Native Systems

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PROFESSIONAL SUMMARY

Director-level Technical Program Manager with 20+ years driving enterprise platform consolidation, distributed systems delivery, and cross-functional technical program strategy in highly regulated financial services and technology environments. Built and scaled TPM organizations — defining org-wide OKR frameworks, program governance cadences, and hiring pipelines that expanded technical delivery capacity across enterprise platform teams. Consistently breaks down organizational silos, influences VP-level roadmap prioritization, and drives architectural tradeoff decisions across distributed systems, AI/ML inference pipelines, and cloud-native AWS platforms. A systems thinker who brings deep AWS and AI/ML platform fluency to bear on hard cross-functional dependencies — translating technical complexity into clear decisions that land measurable platform and business outcomes.

KEY ACHIEVEMENTS

- Built and scaled TPM organizations across two companies — leading a team of 3 TPMs at Intuit and 4 at Citi — establishing OKR frameworks, program governance cadences, and TPM hiring and development pipelines that grew org from 1 to 5 TPMs within 5 months.
- Drove delivery of multiple successive platform milestones for Intuit's highest-priority AiO Program — a unified AI + Human Intelligence ecosystem integrating Intuit Intelligence, AI Agents, and Expert Services through the Virtual Expert Platform (VEP) by owning end-to-end platform delivery, resolving hard cross-org technical dependencies, and driving cross-functional go-live execution across engineering, product, and GTM teams.
- Drove enterprise platform consolidation of 200+ applications across Citi Credit Card — defining target microservices architecture, influencing system design decisions across distributed systems, and decommissioning legacy data center infrastructure while maintaining regulatory compliance and service continuity.
- Spearheaded Amazon's ASR GPU migration on AWS — resolving hard cross-org technical dependencies across ML platform, hardware, and Alexa product teams — enabling multi-turn LLM-powered conversational experiences at production scale and reducing annual operating costs by \$1M.

PROFESSIONAL EXPERIENCE

INTUIT INC., PLANO, TX

05/2024 – To Date

Senior Technical Program Manager (Director-scope) — Enterprise Platform & AI Programs

- Directed end-to-end enterprise platform delivery for Intuit's highest-priority AiO Program — a unified AI + Human Intelligence ecosystem integrating Intuit Intelligence, AI Agents, and Expert Services through the Virtual Expert Platform (VEP); owned program strategy, technical risk mitigation, and cross-functional execution across 3 TPM-led workstreams.
- Led a 3-TPM organization to deliver three successive AI platform milestones (ARC Model Enhancement, Transaction Based Expert Assignment, V2 Routing) by establishing delivery cadences across VEP, QBL, and Data Science teams. Employed a quantitative approach to problem-solving, rigorously evaluating ARC model inference metrics to drive technical tradeoffs around AI routing logic, system latency, and categorization accuracy.
- Aligned 3+ VPs across VEP, QBL, and Expert Network on a compressed AiO Program delivery timeline — synthesized competing roadmap priorities into a unified technical risk analysis, presented tradeoff recommendations to engineering and product leadership, and secured executive commitment that accelerated milestone delivery by 6 weeks.
- Approached each program as a systems thinker — mapping upstream/downstream dependencies across VEP, QBL, and Expert Network to surface second-order risks early and drive holistic tradeoff decisions at the VP level.
- Built and launched Intuit's AI-Native Program Management Training program — a company-wide TPM practice initiative designed from scratch to accelerate AI fluency and program delivery standards across the PM/TPM community.

- Owned technical program delivery and go-live execution for Intuit's Solo/Starter Hosting Tier launch (Nov 2025) — resolved platform scalability dependencies, drove cross-functional alignment across engineering, product, and GTM, and delivered FY26 early results: \$131.9K revenue, 366 firms acquired, 17% YoY Hosting growth trajectory toward a \$25.5M FY26 target.
- Reversed multi-year decline in Pay-by-Refund (PBR) product adoption through on-time delivery of a high-quality product experience and expanded marketing — achieving \$15.8M net revenue by end of FY25.
- Partnered across Product, Design (UI/UX), Engineering, Data Science, and Operations to design and execute data-intensive solutions, driving measurable platform outcomes within fast-paced environments.

AMAZON.COM, SEATTLE, WA

10/2021 – 11/2023

L6 Senior Technical Program Manager (Sr. TPM) - Alexa AI/ML & Commercialization Platform

- Owned technical program strategy for migration of Alexa's ASR inference service from CPU to GPU architecture on AWS — resolved hard cross-org technical dependencies across ML platform, hardware, and product teams; drove system design reviews, architectural tradeoff decisions on latency/throughput/cost, and unblocked path to multi-turn LLM-powered conversational AI at production scale.
- Led enterprise platform consolidation of Alexa's on-device and cloud-based SpeakerId engines — evaluated technical tradeoffs across latency, accuracy, and infrastructure cost; defined target architecture and migration sequencing — reducing annual operating costs by \$1M.
- Owned technical program delivery for the Edge Alexa Speech2Intent (S2I) Engine — a distributed, on-device inference platform running on AWS-connected edge hardware — driving sub-1-second Smart Home and Media control execution by eliminating cloud round-trips; collaborated with hardware and software architects on system design requirements and scalability constraints.
- Reduced Go-to-Market cycle time by 60% across Amazon Digital Businesses (Luna, AGG, Alexa Disney Skills) by standardizing on shared Catalog and Payment platform services — eliminating per-product integration work and enabling parallel launch readiness.
- Hired, mentored, and developed TPM talent; defined team delivery practices, fostered technical growth, and established program execution standards adopted across the Alexa platform organization.

SOFTWARE GUIDANCE & ASSISTANCE, INC., TARRYTOWN, NY

08/2019 – 09/2021

Principal Technical Program Manager — Enterprise Platform Modernization (Client: Citibank, Irving, TX)

- Directed a team of 4 TPMs executing a multi-year, enterprise platform consolidation program — migrating 200+ Citi Credit Card applications from monolith architecture to cloud-ready distributed microservices, decommissioning legacy data center infrastructure while maintaining compliance in a highly regulated financial services environment.
- Partnered with engineering leadership to define target architecture for microservices decomposition — drove technical tradeoff analysis on service boundaries, data ownership, and API contracts, accelerating migration sequencing and reducing downstream integration risk.
- Identified and resolved hard technical dependencies across distributed systems during architecture reviews — influencing system design decisions to improve service availability, fault tolerance, resiliency, and long-term maintainability across the platform.
- Built the TPM practice at Citi from the ground up: defined OKRs, established program governance frameworks, introduced delivery cadences, hired TPM talent, and created standards adopted across the consumer technology organization — scaling technical delivery capacity enterprise-wide.

AMERICAN AIRLINES, FORT WORTH, TX

10/2015 – 08/2019

IT Portfolio Manager — Customer Technology (Digital & Mobile Platforms)

- Owned end-to-end strategy and delivery of highly scalable web, mobile products & platforms — including AA.com, AA Mobile (iOS/Android, 10M+ customers), and Airport Kiosk — driving measurable platform reliability, feature velocity, and revenue outcomes across web and mobile touchpoints.
- Generated \$2M in annual incremental revenue by designing and delivering a real-time co-branded AA-Citi credit card integration — partnering with Citi financial services on technical requirements, API design, Customer Experience Design (UI/UX) and compliance review in a regulated financial environment.
- Built, hired, and managed a cross-functional team of 12, including engineers, PMs, and QA leads — establishing program delivery standards, performance management frameworks, and career development pathways.

- Established real-time production monitoring and observability systems (system health, performance, resiliency) — improving platform reliability and reducing mean-time-to-detection for customer-impacting incidents.
- Championed Agile practice adoption across 100+ engineers at DFW and Phoenix, translating into measurable CI/CD pipeline improvements, automated testing coverage, and 40%+ reduction in time-to-market for digital product releases.

CIGNTI TECHNOLOGIES INC. (aka GALLOP SOLUTIONS), IRVING, TX

05/2011 – 09/2015

Agile Project Manager — American Airlines & Harley Davidson Financial Services

- Delivered multiple web and infrastructure programs (\$5M USD) at American Airlines, including a CMS platform upgrade that reduced content publishing cycle time by 50%.
- Led cross-functional Agile development teams through full delivery lifecycle — user story definition, backlog prioritization, sprint planning, development, and production release.

COGNIZANT TECH SOLUTIONS US CORP., TEANECK, NJ

08/2005 – 04/2011

Technical Project Manager / Technical Lead — PepsiCo, Alliance Data, BAT, 3M, Centrica

- Led global delivery teams of 12 across multiple concurrent client programs; acted as technical SME and single point of contact for end-to-end program execution from design through implementation.

EDUCATION

MBA — Innovation & Entrepreneurship

2013 – 2015

The University of Texas at Dallas, Richardson, TX

B.E. — Electronics & Communication Engineering

2001 – 2005

Anna University, Chennai, India

CERTIFICATIONS

Certified AWS Solutions Architect – Associate	07/2019
PMI-Certified Project Management Professional (PMP)	03/2013
Scrum Alliance Certified Scrum Master (CSM)	12/2012
Machine Learning (Stanford University / Coursera)	04/2020

TECHNICAL SKILLS & DOMAIN EXPERTISE

Cloud & Distributed Systems: AWS (EC2, Lambda, SQS, S3, RDS, CloudWatch), microservices, distributed computing, fault tolerance, resiliency patterns, data-intensive systems, highly available services, iOS/Android mobile platforms

AI/ML Platform Delivery: LLM integration, ASR/NLP inference pipelines, ML model serving, AI routing architecture, on-device vs. cloud inference tradeoffs

Enterprise Platform Programs: Platform consolidation, monolith-to-microservices migration, legacy decommission, API platform design, scalable mobile & web platforms

TPM Practice & Delivery: OKR frameworks, program governance, Agile/Scrum/CI-CD, cross-functional dependency management, technical risk mitigation, roadmap influence

Regulated Environments: Financial services (banking, credit card, payments), compliance-aware delivery, highly regulated infrastructure (Citi, American Airlines, Intuit)