

RACHAEL ZHAO

NPI Program Manager · GPU & Datacenter Systems · HW/SW/FW Co-Development

Campbell, CA · 408-228-7250 · rachaelzhao@hotmail.com

PROFESSIONAL SUMMARY

Passionate and result driven NPI Program Manager with 10+ years driving cross functional SW/HW/FW co-development, from driver and firmware bring-up through new product introduction in AI and HPC infrastructure. Managed end to end SDLC for system software releases, production qualification and go to market execution. Experienced DRI managing hardware allocation, milestone reviews, risk escalation, and software readiness across cross-functional teams. Combines strong foundation in software development lifecycle principles with hands-on coordination of chip integration, diagnostics, platform bring-up, and production readiness in fast-paced, ambiguous environments.

PROFESSIONAL EXPERIENCE

Senior Program Manager — AI Infrastructure & GPU Systems

Jun 2025 – Present

Supermicro · San Jose, CA

- Manage Private Cloud/Sovereign AI infrastructure programs, partnering with DDN, VAST and NVIDIA on clusters deployments: B200/300, GB200/300 and H200 etc
- Drive end to end NPI program execution for system integration and AI infrastructure deployments across multiple programs
- Coordinating software, hardware, software and production teams from chip integration and platform bring-up to L10/L11/L12 customer delivery
- Serve as main point of contact across engineering and customers; managed system level issues, driving escalations, and tracking resolution across chip integration, diagnostics, and bring-up phases
- Improved release readiness by leading system integration and validation efforts with cross function teams and customers to achieve 100% coverage and efficient validation processes
- Improved execution by reducing integration delays by 18% and increasing on-time delivery by 11% through stronger cross team coordination and planning
- Track program performance through KPIs including customer satisfaction, development success and delivery timelines
- Own program reporting, including milestone tracking, risk management and software readiness dashboards
- Lead cross-functional meetings with customers, partners, and internal engineering teams to align on priorities, track progress and drive execution momentum between gate reviews.

Client Manager — Enterprise Program Lead

Jun 2022 – May 2025

NielsenIQ · Modesto, CA

- Led Discover platform bring-up during migration from legacy systems to Nielsen Discover; managed parallel validation and data integrity checks to build readiness and production qualification.
- Managed complex, multi workstream enterprise programs across product, engineering, operations, and offshore teams; drove onboarding and error free launch readiness for customer go-live.
- Led executive QBRs and program reviews to align stakeholders and speed up decisions
- Proactively resolved customer issues, increasing satisfaction, and improved customer satisfaction (NPS) by 33%.
- Built ROI based frameworks to evaluate product trials, adoption likelihood, and purchase probability, improving program success and pilot utilization.
- Improved processes and introduced automation to increase reporting accuracy and operational efficiency; tracked performance dashboards and KPI.

Co-Founder & Product Lead

Aug 2019 – Jan 2022

Gathervine Inc. · Santa Clara, CA

- Cofounded and grew a community platform from 0 to 6,000+ users, supporting many communities during Covid
- Managed full product lifecycle: including concept and planning to design, launch and go to market
- Defined launch readiness criteria and coordinated execution across product, operations, and external partners
- Partnered with global education platforms to run campaigns within the community, increasing revenue by 270% YoY.

- Used beta user feedback and data insights to prioritize features and guide product decisions

Merchant & Merchandising Manager

Mar 2012 – Oct 2016

Loblaw Companies Limited · Brampton, ON

- Managed full product introduction across large retail programs from vendor qualification and product specs through production readiness, inventory planning, and launch
- Coordinated across buying, planning, logistics, marketing, and vendor partners to meet timelines; managed dependencies and escalated risks to keep planogram launches on track
- Led vendor qualification and onboarding, evaluating product readiness, cost, and delivery capability before launch
- Built structured timelines, milestone tracking and risk management processes to improve execution across product launches
- Progressed through three levels of increasing program scope (Associate Merchant → Merchant → Merchandising Manager) over four years, demonstrating sustained performance across larger and more complex product introduction cycles.

S k i l l s

Program & Execution	End to end product lifecycle · Platform Bring-Up & validation · NPI & system integration · Production Readiness · Milestone tracking · Risk management
SW & Systems	SDLC · System/software releases · QA & validation · Diagnostics
Hardware	AI Infrastructure · GPU systems · Chip Integration · AMD/Intel · Networking
Stakeholder & Leadership	Cross-Functional Leadership · Stakeholder management · Program Reviews · Process improvement · Executive communication
Tools	JIRA · Confluence · Power BI · Tableau · Salesforce · SAP · Microsoft Dynamics · Microsoft Office
Languages	English (Fluent) · Mandarin (Fluent)

E D U C A T I O N

Bachelor of Commerce (Honors) · University of Guelph
eBusiness & eCommerce Management · University of Toronto