

Contact

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Top Skills

Artificial Intelligence (AI)

AI-Assisted Decisioning

Reverse Logistics

Certifications

IBM Certified Solution Designer - Sterling Order Management V9.2

Sun Certified Business Component Developer

Sun Certified Java Developer (SCJD)

IBM Sterling Order Management V9.1, Deployment

Generative AI Leader Certification

Patents

Cache Coherency Engine

Methods and System for Concurrent Updates of a Customer Order

Chandan Venkatesh

Senior Principal Engineer | Order & Supply Chain Platforms at The Home Depot | Enterprise Commerce Architecture · Event-Driven Fulfillment · AI-Assisted Decisioning

Cumming, Georgia, United States

Summary

I design and modernize enterprise commerce platforms across order capture, inventory, sourcing, fulfillment, payments, returns, and reverse logistics at national retail scale. At The Home Depot, I focus on Pro Order Management: the systems large professional customers use to quote, buy, modify, fulfill, and return high-value orders. My work centers on reliability, orchestration, and decisioning across complex event-driven workflows, especially during peak and high-risk periods. Across 10+ years at The Home Depot, I have worked across Multi-Channel Order Capture, Supply Chain Sourcing, Home Depot Rental, Reverse Logistics, Customer Experience, and Pro Order Management. I am a named inventor on granted patent families covering distributed cache coherency and concurrent customer-order updates for high-volume retail systems. I am currently focused on AI-assisted decisioning inside commerce and fulfillment workflows: using models where they reduce operational risk, improve orchestration, or help engineering teams make better decisions.

Experience

The Home Depot

11 years 1 month

Senior Principal Engineer - Pro Order Management

November 2023 - Present (3 years)

Lead architect for Pro Order Management at The Home Depot, focused on platforms large professional customers use to place, modify, fulfill, and return orders.

- Shape reference architecture for order capture, sourcing, fulfillment, payments, and returns across the Pro experience.
- Set architectural guardrails for event-driven order workflows across engineering teams.

- Partner with product, operations, engineering leaders, and external vendors to reduce delivery risk during high-impact launches.
- Mentor Principal, Staff, and senior engineers on distributed-systems design and architectural decision-making.
- Focused on latency, reliability, revenue flow, order volume, cost reduction, team count, or platform scale.

Senior Principal - Customer Experience

July 2023 - January 2025 (1 year 7 months)

Atlanta, Georgia, United States

Architecture for customer-facing selling commerce and order experiences across digital and assisted channels

Principal - Reverse Logistics

March 2020 - November 2023 (3 years 9 months)

Atlanta, Georgia, United States

Architecture for returns and reverse-logistics workflows, including order updates, refunds, dispositioning and vendor-return paths.

Principal - Homedepot Rental

February 2020 - November 2023 (3 years 10 months)

Atlanta Metropolitan Area

Architecture for order and fulfillment systems supporting The Home Depot Rental business.

Principal - Supply Chain Sourcing

March 2019 - February 2020 (1 year)

Atlanta, Georgia, United States

Architecture for sourcing and inventory-allocation decisioning across fulfillment channels.

Principal - Multi Channel Order Capture

January 2018 - February 2020 (2 years 2 months)

Atlanta, Georgia, United States

Architecture for order-capture workflows spanning digital, store-assisted, and enterprise commerce channels.

Staff Engineer - Google Express

October 2017 - December 2017 (3 months)

Atlanta, Georgia, United States

Staff Engineer - Delivery Management

March 2017 - September 2017 (7 months)

Atlanta, Georgia, United States

Staff Engineer - Order Payment
July 2016 - February 2017 (8 months)
Atlanta, Georgia, United States

Staff Engineer - Enterprise Order Cache
March 2016 - June 2016 (4 months)
Atlanta, Georgia, United States

Staff Engineer - Delivery Management
October 2015 - March 2016 (6 months)
Atlanta, Georgia, United States

IBM

Associate Managing Consultant
December 2010 - October 2015 (4 years 11 months)

Consulted on IBM Sterling Order Management implementations, solution design, and enterprise commerce modernization.

Mindtree

Senior Software Engineer
January 2010 - December 2010 (1 year)

Built and supported enterprise order and fulfillment software systems with a focus on commerce and backend engineering.

Accenture

Senior Programmer
June 2007 - January 2010 (2 years 8 months)

Developed enterprise Order Management and e-commerce applications for large-scale clients.

Education

Manipal University

Master of Science (MS), Computer Science · (2009 - 2011)

Visvesvaraya Technological University

Bachelor of Engineering (B.E.), Electronics and Communication Engineering · (2003 - 2007)