ABHILEKH KUMAR AGARWAL

✉ aka45@cornell.edu ||☎ +91-9990300075|| 🛈 LinkedIn Profile

NexGen Tech Evangelist | Principal Engineering Manager
Experience of 15+ years, including 9 years of technical people management experience
Domain: *Payment Gateway, E-Commerce, Collaborated User Documentation, & Mobile Development*

CORE COMPETENCIES:

- Business & Technology Innovation
- Strategic Vision
- Team Building & Leadership Development
- Strategic Thinking & Decision-making
- Leadership with Empathy & Emotional Intelligence
- Customer-Centric Approach
- Growth Mindset

AREAS OF EXPERTISE:

- Product Management & Lifecycle Planning
- Agile Project Management
- Software Design & Architecture
- Algorithm Development & Scalability Optimization
- Machine Learning, Artificial Intelligence, & Natural Language Processing (NLP)
- Data Science & Computer Vision
- Data-Driven Decision-making & Analysis
- Financial Management & Budgeting
- Distributed Systems & Cloud Computing

EDUCATION:

- 2011: Master of Engineering in Computer Science | Cornell University, New York, USA

  Member of Cornell ACM Programming Team

- 2007: Bachelors of Technology in Computer Science | Motilal Nehru National Institute of Technology, Allahabad, India

TECHNICAL SKILLS:

- Programming Languages
  - OOP (C++, Java, Python)
  - C, SQL, etc.
- Databases
  - Sql (MySQL, Postgres)
  - No-Sql (Mongo DB, Dynamo Db, Redis)
- Other Framework/Tools
  - OpenCV, OpenGL, Kafka, Flask, Django, Hadoop, Spring, Eclipse, Excel, etc.

SNAPSHOT PROFILE

- **Technology, Business, and Idea Leader,** and as an Executive who brings forward new ideas that drive the development of a future technology strategy across tools & technologies and business systems

- Progressive history of **scaling and delivering game-changing products** which had an impact on users worldwide, increase revenues successively for years. This was demonstrated in Microsoft, Amazon and MobiKwik.

- **Strategizing all aspects of engineering activities and projects,** benchmarking engineering methods, and presenting vision & critical initiatives to CxOs/Senior Management.

- Inspiring People Leader, A Role Model - Led tech teams to success in a diverse technology domain including **Payments, E-commerce, ML, Mobile Apps, and Collaborative Documentation Apps;** turned around struggling teams and empowered them to take ownership and responsibility. The turnaround was recognized in MobiKwik and Snapdeal, there teams were awarded as **best teams** by senior leadership.

- Successfully delivered products, with tech teams in multiple countries (**USA, India, and China**) in multiple time zones. This was demonstrated in Cube26, Amazon and Microsoft.

- Recorded success in leading the **growth of the company from a 3-person team to a 130 people company;** leveraged a strong understanding of Systems Design and principles to convert an idea to a prototype and further evolve it into a production-ready system. Scaling up of new team was demonstrated in Cube26 and Microsoft.

- Efficacious in the scaling of **cloud-based distributed systems**, with optimization of client-side and server-side modules.

- Removed dependency on external systems and **reduced expenditure**. This was demonstrated in Snapdeal and Amazon.

CAREER HIGHLIGHTS

- **Microsoft as Principal EM:** Worked in Excel Co-authoring which has **~ 1.1 billion** sessions a month; improved the non-vetoed sessions to **> 98%** for co-authoring users.

- **Amazon as SDM**: Reduced cost spent by removing dependency on third-party software saving Amazon **0.2 million** USD per year; the internal dispute system handled disputes worth **150 billion USD** per year.

- **MobiKwik as AVP - Technology**: Led the technical due diligence of Clearfunds acquisition by MobiKwik (**15 million USD Deal**) and made payment gateway market leader | Success Rate: 93%; Payment Gateway had a GMV of nearly **3 billion USD** per year.

- **Raised USD 8 Million** in seed funding from Tiger Global and Flipkart.

- The successful exit of Cube26 to Paytm

- Steered teams to win awards for their outstanding performances and great results both at Snapdeal and MobiKwik.

EXPERIENCE

Principal Engineering Manager | Microsoft, India | Since Apr 2021

- Worked with Excel Team in India; handled teams working on document history, concurrent user indicator, and graphics.
- Managed delivery on Windows, Web, and Mobile Platform
- Improved reliability and ensured user experience improves by improving feature NPS rating.
- **Built a new team** and grew it to take responsibility and deliver success.

SELECTED PRESS COVERAGES:

- Deccan Chronicle (2020): MobiKwik's payment gateway going for a hat trick of doubling revenues for 3 years.
- Business Standard (2019): MobiKwik PG has best success rate in industry at 93%
- ResearchGate (2019): Sustainability of Inorganic Growth by Snapdeal
- Times of India (2018): MobiKwik acquires online mutual fund platform Clearfunds
- Inc42(2018): Paytm buys Cube26
- Times of India (2016): AI start-up of Cube26 rises Reos 'super' apps
- NDTV (2016): Cube26 releases Iota bulb
- YourStory (2015): Cube26 raises funding from Tiger Global
- The Hindu (2013): Six smartphone makers forge alliance with Cube26
- TechCrunch (2013): Cube26 turns your face into remote.
- MIT Technology Review (2012): Step away from remote control
- Alma Matter (2012):Winner of Start-up Weekend
- FM training (2011): Repeat Operation

- Drove projects which involved discussions and convincing partner teams across divisions across geo-locations; improved reliability of text on graphics by **66%**
- Improved user confidence by document history feature discovery rate by **33%**
- Improved concurrent user indicator non-vetoed sessions to **98%;** delivered greater than one billion collaborative sessions per month.

Software Development Manager (L6) | Amazon, India | Jul 2019 - Mar 2021

- Managed system which provided Amazon vendors ability to raise disputes on invoices and returns; this system handles more than **1 million** hits per day, and allowed vendors to raise disputes worth **150 billion USD** per year (in 2020)
- **Reduced cost spent** by removing dependency on third-party software saving Amazon **0.2 million** USD per year; reduced, the effort analyst takes to resolve disputes by providing pre-computed recommendations and introduced an automated resolution of quantity variation dispute cases.
- Introduced segregation of data, with proper authorizations, so that system could be extended to special merchants.
- Improved UI for vendors to raise disputes.
- Implemented robust, OCE practice which reduced the average backlog **30** times (from more than 300 to under 10)

Associate Vice President | One MobiKwik Systems, India | Aug 2018 - Jun 2019

- Supervised multiple teams who were working on payment gateway, e-wallet merchant ecosystem, and user KYC system; the payment gateway (PG) handles businesses whose GMV is nearly **3 billion USD** per year.
- Improved **10%** payment systems reliability and ensured that the payment success rate and reliability are improved both for PG and wallets payments. This success made us best PG with 93% success rate (vs industry average of 65-70%)
- Reduced onboarding time of new vendors by **87%** (from 3 weeks to 2 days)
- Improved payment transaction rate by **285%** (from 70 TPS to 200 TPS)
- Led crucial feature development which lead to doubling revenue for next 3 years.
- Led the technical due diligence of Clearfunds acquisition by MobiKwik (**15 million USD** deal)

Director of Engineering | Jasper Infotech Pvt. Ltd. (Snapdeal), India | Nov 2017 - Jun 2018

- Steered multiple verticals including search engine, customer experience engine, customer/seller communication engine, A/B testing framework, and recommendation engine; the systems were handling **50+ million** unique users and were catering to **2 billion** hits per month.
- Reduced the operational cost of **0.3 million USD** per year (21.6 INR of Jun 2018) by removing dependency on third-party software.
- Improved organic visits of users by **20%**. This played pivotal role in reduction of promotional expenditure by **88%.**
- Implemented the culture of video-based knowledge transfer/storage system.
- Worked on A/B framework and worked towards centralized experiments.

CTO & Co-Founder | Cube26 Inc. (Acquired by Paytm-One97), USA, India | Aug 2012 - Oct 2017

- Founded Cube26, one of the very 1st companies that brought **ML, AI, and NLP-based products** to more than **12 million** end users.
- Fundraised VC funding **(~$8 million**), where I led the technical due diligence.
- Hired the team from the ground up and maintained a tech team of headcount **90** which included Android, iOS, ML research and hardware team
- Build and launched a set of REOS apps that gained 6 million users
- Spearheaded the software for the IOT product line which created **30%** of revenue for the company

EARLY CAREER GLIMPSE

Senior Developer | Arista Networks, USA | Jun 2011 - Jul 2012
Senior Member of Technical Staff | Adobe Systems, India | Jun 2007 - July 2010

~ Please find the attached Annexure for Key Projects Undertaken ~