

Debt of Honor

Date: Dec 8, 2016 | I had hired Amanda @PayPal in Oct 2011.

Shahid,

As of October of this year, it's been 5 years since you picked me off the street and hired me at PayPal. Happy Anniversary! 😊

When I reflect back on my first job with you, I recall how much fun we had experimenting to make PayPal innovative AND how many things I've learned from you that I use every single day today. You've tremendously influenced my approach to work and to my colleagues.

So, without further ado, here's a short list of "Shahid-isms" that you've implanted into my brain, and that I cannot remove even if I tried:

- 1) "When was the last time you talked to your customer?" — I still, to this day, run little tests for important emails or calendar invites to make sure my communication is clear and compelling.
- 2) You only have 7 seconds to get people to care, so don't waste time introducing yourself at the start of a presentation 😊
- 3) Bring gifts when you meet people for the first time — it never hurts to make someone's day!
- 4) EMAILS: Be very clear in your subject; Add space between every line; Keep it short; Use Georgia (everything here has stuck, except for the Georgia)
- 5) Get a shared SMART goal in place before starting any projects. Always come back to the goal.
- 6) READ.
- 7) Always take every opportunity to travel and explore different cultures (this is pre-baby wisdom; I'm doomed to never travel again now)
- 8) Respect everybody, but especially EA's 😊
- 9) You're always influencing — don't forget to clearly articulate "What's in it for them"
- 10) Care for the people you work with, have their backs, and have fun.

Thank you for hiring me, transporting me to the Bay, and giving me critical and foundational knowledge that has enabled me to be successful over the last 5 years.

Amanda