**Ajay Lakhani**

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Engineering Director / Head of Engineering

A technically strong and highly skilled leader within the travel and supply-chain industry. Expertise in leading diverse engineering teams that deliver complex and high-volume e-commerce platforms. Experience in B2C and B2B eCommerce, Technology Transformations and Platform Business Models. Nurture’s talent and builds high-performing teams.

# Key Skill

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| --- | --- |
| * Engineering Management * People Leadership * Strategy Development * Talent Management, Mentoring and Coaching | * Agile Software Development * Distributed & Scalable System Designs * Micro-services Architecture * Web Technologies |

# Career History

### A.P Moller – Maersk, London

##### A.P. Moller - Maersk is an integrated container logistics company.

## Head of Engineering Apr 2021 – Present

Lead Platform engineering teams of 30+ people (engineers and managers) in delivering "Storage & Distribution" capabilities.

* Lead strategy and technology transformation of warehousing, cold stores, depots and e-Commerce logistic products to improve customer experiences and quicker time-to-market.

### Expedia Group, London

##### Expedia Group, Inc. is an American online travel shopping company.

## Senior Engineering Manager, Marketing Technology (MarTech) Mar 2019 – Mar 2021

Managed the merchandising engineering team of 20+ people incl. engineers, people managers and technical program managers; annualized return of $40m; 20x ROI. Delivered Expedia’s merchandising platform that allowed channel marketeers to create marketing campaigns and delight customers with relevant and personalized travel products.

* Developed and launched a new AI recommendations service; leveraging machine learning and multi-arm bandit testing to provide over 50M monthly customers globally across channels (SEO/SEM, storefront, app, email), with personalised travel recommendations; $11m revenue footprint.
* Delivered platform capabilities to scale marketing campaigns (member-only, flash-sales, black-Friday, cyber-Monday) with +34% YOY growth of page visitors.
* Delivered a fully scalable technical stack that supported the high-volume Black-Friday/Cyber-Monday traffic @1550 transactions-per-second with average response times between 45-450ms
* Built a high-performing feature team from disparate product teams (one team, one purpose, one backlog) so to support portfolio objective of working on the highest priority items first.
* Drove/Championed the Technical Excellence track across the marketing-technology (MarTech) organization to enable though leadership, best practices, standardization and cross-collaboration among teams. Initiatives included Request-for-Comments (RFCs), Quality Maturity Model (QMM), Tech Forums, Leader’s Office-hours.

## Engineering Manager, Retail Mar 2016 – Mar 2018

Managed 5 retails engineering teams of 38 engineers and 4 technical program managers. Delivered technology that enhanced the customer experience and provided growth opportunities for retail.

* Managed resource portfolio for 90-100 global resources across 5 workstreams: Price Display, Internationalization, Customer Experience, Market Expansion and Merchandising; delivering +$50m annualized winnings/savings.
* Delivered a popularity-based hotel and flight recommendation system. This was self-ideated, and I got buy-in from leadership to invest and build a product around this.
* Built a high-performing 20+ merchandising team from disparate products through consolidating structure, defining a common purpose, empowering technology ownership, providing strong leadership backing and celebrating winnings.

## Engineering Manager, Checkout Feb 2014 – Mar 2016

Managed 2 checkout engineering teams of 16 engineers. Delivered features on Expedia’s checkout-platform for the air/packages business.

* Enhanced the booking experience of Expedia customers by adopting A/B & Multivariant testing tools and running 60+ experiments annually with more than 20% conversion winners.
* Delivered seat assignments & bookings experience for the flights business.
* Delivered the capability to book split-tickets (round-trip ticketing with carriers that do not have inter-carrier agreements)

## Senior Technology Lead, Checkout Apr 2011 – Feb 2014

Led the checkout engineering team of 9 engineers. Delivered Expedia's checkout platform that improved customer experience.

* Improved booking conversion of the flight and package business by 6%.
* Hired, coached and mentored all members of the checkout team.
* Contributed to Expedia’s Agile & Lean community and facilitated the team in adopting a Scrum approach to development.
* Adopted pair-programming, test-driven development and advocated this across the engineering community.

## Senior Software Engineer, Travel-Guide Feb 2009 – Mar 2011

Lead developer on Expedia's travel-guide pages. Migrated legacy travel-guide pages onto the Expedia’s Java web platform; and delivered and enhanced customer experience to improve booking conversions.

* Migrated 100% of the legacy travel-guide pages onto the Spring MVC platform.
* Delivered server-side render caching to improve page performance/latency. (independent initiative).
* Championed the adoption of Domain-Driven Design principles.
* Involved with deploying trunk-based development and building the CI/CD pipelines.
* Engaged with ThoughtWorks for consultation with adopting agile practices, a modern web platform and a continuous delivery environment within the London engineering organization.

### Additional Relevant Experience

## Novell Inc - Development Lead

Led the policy-management team of 6 engineers. Delivered the policy-management modules of Novell’s network management product, ZENworks.

## Cognizant Technology Solutions - Software Architect

Architect for Cognizant’s 'Enterprise Search and Information Retrieval' Centre-of-Excellence practice. Developed enterprise search capabilities and provided domain consultation to support sales and customer engineering teams.

# Others

### eDUCATION, TRAINING & certification

* MSc in Software Systems and Internet Technologies, The University of Sheffield
* Generative Leadership; University of Oxford, Department of Continuing Education
* Managing the Company of the Future; by the London Business School on Coursera
* British National

### personal inTERESTS and Achievements

* Epee Fencing, Motorcycles
* Member/volunteer of Tech London Advocates (TLA)
* Mentor/volunteer for Revive (career platform) helping engineers with career development.