# Gurusubramaniam Sundararaman

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**Engineering Director | AI and Platform Transformation Leader | 18 years of experience in Financial Services**

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Accomplished Engineering leader with a strong background in architecting and scaling distributed systems and driving innovation and efficiency through AI/ML adoption across high-impact platforms and services. Exceptional record in delivering AI-powered solutions and operational excellence at companies like Greenlight, and PayPal. I am passionate about people development, platform transformation, and applying emerging technologies such as Generative AI to improve velocity, personalization, and resilience.

## Skills

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### AI/ML Leadership

- Extensively use Windsurf and Cursor.ai for vibe coding to accelerate transition from ideas to proofs of concept.
- Leverage Chat GPT for day-to-day activities such as technology evaluation, stakeholder summaries, quick refreshers on niche technologies, and insights into industry trends and competitor approaches.
- Use Notebook LLM for an informed digest of key publications and white papers on AI and emerging technologies.

### Architecture and Leadership Highlights

- Architected and replatformed Greenlight's mobile and web stack from a monolith to microservices and micro frontends.
- Directed cloud-first transformations using AWS (EC2, Lambda, DynamoDB, S3), improving scalability and resilience for HealthFirst.
- Created architecture governance standards and reusable components for consistent and secure delivery.
- Led cross-functional steering committees to align engineering initiatives with enterprise business goals, accelerating decision-making and improving stakeholder satisfaction.
- Built and scaled globally distributed engineering teams, fostering a culture of accountability, innovation, and shared architectural ownership.
- Mentored engineering managers and principal engineers, developing succession paths, and growing the next generation of technical leaders.
- Established executive-ready reporting structures to track architectural initiatives, risk, and ROI for leadership visibility.
- Created architecture councils and design review forums to institutionalize governance and ensure alignment across 10+ product teams.
- Evangelized long-term architectural vision through roadshows, architecture days, and platform demos to drive alignment and team engagement.
- Institutionalized structured 1:1s with direct reports, focusing on coaching, feedback, and career growth; cultivated an environment of trust and continuous improvement.
- Led quarterly and annual goal-setting across teams, aligning individual objectives with business outcomes and architectural priorities.
- Developed team charters and role clarity (segregation of duties) framework to align expectations, improve ownership, and increase team velocity.
- Championed a feedback-driven culture using structured retrospectives, skip-levels, and real-time coaching to support manager and IC growth.

**Technical Skills**

<u>AI/ML</u>

ChatGPT | [Cursor.ai](Cursor.ai) | Notebook LLM | Windsurf

<u>Technical Stack</u>

Proficient in Distributed Systems, Web Applications, and Client-Server Architecture | JavaScript (Object-oriented) | Node.js | React.js | Next.js | Gatsby | Typescript | GraphQL | Python | Ruby | Java |Docker | Kubernetes | MongoDB| AWS Services: EC2, S3, Lambda, DynamoDB, SQS, SNS, SES, Cloudfront, CloudSearch | Technology Platforms & Agile Methodology | IT Project Management & Coordination | Financial Tracking & Budgeting | Scheduling & Meeting Coordination | Documentation & Reporting | Agile & Scrum Methodologies | Stakeholder Communication | Risk Management & Issue Resolution

<u>Leadership & Strategy</u>

Engineering Strategy & OKRs | Cross-functional Team Management | Architecture Governance & Transformation | Hiring & Scaling Globally

**Professional Experience**

**Lowes** - NC

**Senior Engineering Manager |** Jun 2025 - Present
- Trained and built an LLM for Lowes' customers and store associates to query about returns, vendor returns, and exchanges.
- Developed an AI-driven chatbot and agentic workflow that fully automated the store-label-printer troubleshooting process. Achieved an 80% reduction in engineering time spent on troubleshooting and running scripts, and drove an 85% drop in support ticket rates.
- Managed a high-performing front-end scrum team, ensuring seamless project delivery and team cohesion.
- Built and maintain the core React Component library called "Backyard" for post-sales workflow.
- Working on implementing an AI-based chatbot for store associates to query on the "Return to Vendor" module to resolve low-priority customer requests.
- Developed and implemented engineering strategies that align with business goals and objectives
- Managed programs from start to finish, including preparing estimates, establishing delivery timelines, and creating comprehensive project proposals.
- Managed web and Android hybrid app with Java backend.

**Greenlight Financial Technology** - Remote, NC

**Director Software Engineering - Card Ordering, Onboarding and Web Platform |** Nov 2023 - Sep 2024
- Created shareable UI components to use across the organization.
- Replatformed the website from Gatsby to Next.js, reducing release friction & improving deployment speed.
- Managed solution, delivery, and team performance for the replatforming of Greenlight's hybrid mobile and web app, exploring React Native for seamless multi-platform experiences.
- Developed a server-driven UI using GraphQL, enabling a flexible, rules-based experience across platforms, enabling dynamic rendering and rule-based content targeting informed by AI models.
- Utilizing GraphQL and Node.js to serve page schemas for rendering on web and native devices.
- Drove a **10% QoQ increase** in signups by modernizing backend architecture.
- Introduced automated testing, **cutting release cycle time by 90%**.
- Managed programs from start to finish, including preparing estimates, establishing delivery timelines, and creating comprehensive project proposals.
- Re-engineered the platform by breaking down the monoliths for card ordering and rewriting them as microservices and a micro frontend.

**Tuya Infotech** - Remote, CA

**Senior Software Engineering Manager |** May 2023 - Oct 2023
- Designed and developed a solution and managed team performance, delivery, and program for community health program management (SaaS).
- Automated testing & deployment, reducing release cycles by **60% and time-to-market by 40%**.
- Migrated 3 out of 5 services to AWS, improving scalability and cost efficiency.
- Solved and developed the login flow in React and AWS Cognito.
- I redesigned the training portal for clients into an educational platform about CHPM. This serves as the primary resource for community managers, reducing the training time required by Product Managers and support teams.

**PayPal Inc.** - San Jose, CA
**Software Engineering Manager, Level 2 |** Oct 2011 - May 2023
- Introduced the concept of "nano-sized" code, optimizing coding assets from **1.2 MB to 600 kb (~67 kb zip)** with versioning to create shareable isomorphic UI components. This "nano-code" promotes reusability, consistency, and modularity across different workflows.
- Increased site speed with optimized code and registered **15% Decrease** in Consumer Perceived latency.
- Designed and embedded interaction analytics to parse and transform raw interaction data into structured data for analysis and action.
- Supported LTR and RTL (l10n) and ensured accessibility (a11y) by building testing into the software development cycle and delivery process. This **reduced engineering time by 25%**.
- Led global product launch for 1099-K to collect SSN for compliance with the new IRS law for non-compliant users.
- **Revenue of $40 million** in YoY by adding Israel, Russia, and Thailand operational licenses.
- Consolidated product workflows to reduce integration support by **50% and improve the user conversion** rate by 10%.
- Managed technical projects for account balance provisioning (PayPal Balance) to access money during checkout and P2P transactions.
- Developed consistent CFPB disclosure and fee experience, allowing the company to **avoid a $25M** user lawsuit.
- Provided architectural, people, and thought leadership, end-to-end technical solutions in the launch of a Shopping **Platform for 450M customers**.
- Pioneered mobile-first design strategies, significantly boosting user engagement and multi-platform experience, and improving engagement from **20M to 70M users.**
- Added 2,000 new validated offers from Honey to the new coupon redemption checkout experience, wherein the **coupon use increased by 1.5%**.
- Reduced **hiring costs by 20%** and increased **hiring velocity by 40%** for in-demand engineers by partnering with leadership to source personnel from Canada, India, and Mexico.
- **337K Net New Active** accounts Annualized.
- Introduced an additional 10 product offerings brought to the Unified Onboarding platform. (unifying onboarding flows from Charity, Checkout, p2p transaction flows, PayPal.me).
- Increased Accessibility Score from 80% to 100%.

**Earlier Career History**

**CSC -** Chennai, India
**Sr Software Engineer |** Oct-2006 to Oct-2011 Front-end engineer, responsible for building user interface screens, and integrating with backend Java API.

**Education**
- Master of Computer Science Applications (MCA), Anna University (June 2003 - June 2006)
- Bachelor of Computer Applications (BCA), University of Madras (June 2000 - June 2003)