

Gurusubramaniam Sundararaman

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Software Development - Engineering Leader

Professional Summary

Software engineering leader responsible for leading engineering teams, defining technical strategy, ensuring the delivery of high-quality, scalable full-stack software solutions, and aligning engineering efforts with overall business objectives, in close collaboration with product management and other stakeholders across the organization. With an 18-year career in FinTech, progressed from a software engineer to a Senior Engineering Manager delivering onboarding flows for Charity, Checkout p2p transactions, payments processing, and shopping. Together these solutions serve over 450M customers with a YoY savings of \$25M. Specialised in product and project management, corporate strategy and consulting engagements.

Key strengths include executing growth strategies, new business development, portfolio optimization strategies, relationship management and people management. Strong executive presence and communication skills. Highly competent in synthesizing complex information, developing relevant strategies, and executing them.

Software Development | Agile software development | Product Management | Project management | Problem-solving | Scrum Master | Change Management | Strategic Thinking | Stakeholder Relationships | Productivity | Technical Roadmap | User Experience

Professional Experience

Torch.io - Remote, NC

Senior Engineering Manager Oct 2024 - Feb 2025

Tech : React, Java

- Manage the frontend scrum team, delivering a seamless customer experience for contextual coaching.
- Maintain and modernize the platform for scalability and evolving needs.
- Strategize and execute the transition from monolith to modular web apps and microservices.
- Guide architectural decisions and contribute to technical designs for the front end.
- Lead quality engineering (manual/automation), enhancing delivery standards.
- Drive monthly quality and incident retrospectives, implementing preventive strategies.

Greenlight Financial Technology - Remote, NC

Senior Engineering Manager Nov 2023 - Sep 2024

Tech : Typescript, React, Zustand, Nextjs, Kotlin, Java, Kubernetes, Docker

- Lead efforts for Marketing, Growth, Card ordering and Onboarding programs.
- Replatformed the monolith and microservices backend with an aggressive goal of 10% improvement on sign up quarter over quarter.
- Rearchitected and built the website from Gatsby to Nextjs, typescript, node improve time to market by reducing friction in release process and be able to deploy apps within hours after code completion.
- Created leadership and strategy planning and discussion to evaluate the ROI on every initiative level and work within the budget.
- Identified and reduced the external services dependency and built them in house.
- Propose and drive automation testing to reduce time spent by engineers in the release process to 10%.
- Played different roles here as Engineering Manager, Product manager, Project manager, program manager, Analyst to meet the market and company expectation on time.

Tuyainfotech - (Consultant) - Remote, CA

Client - Hyphen Care

Senior Software Engineering Manager, May 2023 - Oct 2023

Tech : .net, Kotlin, Java, Kubernetes, Docker, React, Redux, AWS

- Led the development of best-of-class SaaS applications, implementing large-scale distributed systems to align with community health program management with evolving technological and business needs.
- Streamlined CI/CD workflow by automating testing and deployment processes, resulting in a 60% reduction in release cycles and a 40% decrease in time-to-market for new features.

- Ensured efficient alerting and monitoring processes by implementing best practices for incident, change, and problem management.
- Established a growth-oriented, trusting environment by providing coaching and career planning to diverse team members.
- Promoted the exchange of best engineering practices and innovative technologies between Hyphen Healthcare and CHPM using my verbal communication and organizational skills.
- Provided role models for aspiring engineering leaders, exemplifying effective leadership.

PayPal Inc - San Jose, CA 2011 - 2023

Software Engineering Manager - Level 2, Apr 2018 - May 2023

Team - Regulatory Change Management (React, Node.js, iOS, Android, Java, QA)

- Collaborated with product, UX, and business stakeholders to plan and execute test-driven development projects.
- Commandeered global product launch for 1099-K to collect SSN for compliance with new IRS law for non-compliant users.
- Achieved 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 leadership and End-to-end solutions guidance to create large-scale web and mobile application software aligned with the company's technical and security standards.
- Played the role of Scrum Master, collaborating with the UX, Analytics, and Product team on global product decisions and design reviews.
- Collaborated with peer engineering managers on identifying best practices, improved team processes, and scalable solutions with minimal coding used for alerting, and monitoring failures.
- Instituted 1:1 weekly meetings to align engineers' career paths with their interests.

Team - Shopping (Front end, iOS, Android, node.js GraphQL mid tier, Java Backend, QA)

- O to 1 team, product where I built, led, hired, and managed a high-performance team of software engineers.
- Provided architectural, people, and thought leadership, end-to-end technical solutions in the launch of a Shopping Platform for 450M customers.
- Demonstrated customer-centricity in the integration of Honey's processes with the PayPal ecosystem. This improved user engagement from 20M to 70M, and saved consumers \$100M.
- Added 2,000 new validated offers from Honey to new coupon redemption checkout experience wherein the coupon use increased by 1.5%.
- Developed a new cashback points program redeemable through PayPal balance or gift cards.
- Managed resources, solutions, and delivery of web applications using React, LESS, Redux, Node.js, web services, and back-end systems.
- Supported LTR and RTL (l10n) representation on web apps and ensured accessibility (a11y) and usable web apps by building testing into the software development and delivery process. This reduced engineering time by 25%.
- 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.
- Played the role of Scrum Master, collaborating with the UX, Analytics, and Product team on product decisions and performing design reviews.
- Collaborated with the Product Designers to deliver an innovative solution that drives great user experience.

Team - Onboarding (Web Front end, Node.js mid tier, Java Backend, QA)

- Led, mentored, and managed a 6-member team for the successful launch of the PayPal consumer onboarding web consumer experience available in 250 countries for 6 different onboarding workflows in a single year.
- Introduced the concept of "nano-sized" code, optimizing coding assets from 1.2 MB to 600 kb (~67kb zip) with versioning to create sharable isomorphic UI components. This "nano-code" promotes reusability, consistency, and modularity across different workflows.
- Provided architectural leadership and an elegantly simple solution of configuration-driven reusable components for consumption by constituent upstream/downstream applications in the product ecosystem.
- Designed and embedded interaction analytics to parse and transform raw interaction data into structured data for analysis and action.
- Played the role of Scrum Master, collaborating with the UX, Analytics, and Product team on product decisions and designs.
- 337K Net New Active accounts Annualized.
- Introduced 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%.
- Registered 15% Decrease in Consumer Perceived latency.
- Orchestrated 75 % Development time reduction.

PayPal Inc – San Jose, CA

Member of Technical Staff , July 2016 - Apr 2018

Team - Onboarding (React, Node.js, Java)

- Excelled as a mentor, lead, and key contributor in a 6-member team.

- Increased user conversion rate and developer productivity by pitching and implementing onboarding workflow unification.
- Easy-to-configure server-driven UI. Implemented server-driven UI (using GraphQL back-end) to reduce overall time to market and empower constituent apps to run different experiments in different views and functionality at the same time
- Used config approach to send Analytics data to our backend to measure user behaviors and experimentation performance.
- Reduced engineering effort by 30%, increased time to market by 50% and decreased production downtime by 30% by creating configuration-driven reusable components.

PayPal Inc – San Jose, CA

Software Engineer III, March 2014 - July 2016

Team - Consumer and Partner Onboarding (Web Front end, Java Backend REST API)

- Modernized frontend stack using emerging technologies (React, Redux, and LESS). Built onboarding flows in Node.js from Java.
- Engaged with Consumer and Partner onboarding as a full stack javascript engineer.

Earlier Career History

Senior User Interface Engineer II - **PayPal** 11/2011 - 03/2014
Sr Software Engineer - **CSC Chennai, India** 10/2006 - 10/2011

Work Authorization

Green Card holder, Do not need any legal support for visa extension

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)