

Jaideep Hinduja

AI Engineering Leader, Ex eBay, Led Global Technology Teams, Generative AI, ML, Enterprise AI Strategy, Digital Transformation, GCC Leadership, Scalable AI, Product Management

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I specialize in large-scale Digital Transformation, Product Development and building Scalable, Responsible AI ecosystems that generate ROI and operational efficiency for global enterprises.

With 20+ years of leadership in AI, engineering, and technology, I have led and mentored Global Teams across India, U.S., China, and GCC - driving measurable business outcomes, delivery velocity, leadership development, and building a strong culture.

I excel at translating enterprise AI vision and complex strategies into structured, executable AI roadmaps - empowering C-suite leaders to confidently scale from POCs to enterprise-wide deployment.

I've led initiatives spanning AI/ML, pre-trained and fine-tuned LLMs (e.g. for intent identification, Conversational AI), RAG and Generative AI, AI Agents, GitHub Copilot and prompt engineering adoption, MLOps with CI/CD pipeline automation for on-demand deployment and AI observability frameworks (e.g. dashboards for AI Governance, AI Optimization).

My expertise spans strategic planning, organizational leadership, innovation, thought leadership and building enterprise platforms. Leveraged Analytics Tracking to transform user behavior into actionable insights.

At eBay, as Engineering Site Leader in India, I led high-impact, scalable AI and digital transformation solutions' development and deployment, for next-gen contact center platforms, that enhanced operational workflows and elevated customer experience (CX). I proactively orchestrated forward-thinking initiatives through Agentic AI prototypes, PoCs, UI/UX enhancements.

Our team consistently outperformed capacity estimates, and I was honored with the Critical Talent Award at eBay (2023) - recognizing exceptional impact and awarded to less than 1% of organization.

My expertise encompasses solution architecture, hands-on Agile best practices, product management and roadmaps, complete PDLC, integration with legacy systems, ERP, CRM, and deep domain experience in supply chain management, customer service and contact center technologies.

I champion responsible AI/ML (Machine Learning) practices, fostering innovation through cross-functional collaboration across teams, data scientists and key stakeholders - breaking silos for aligned priorities and streamlined execution.

Previously, as an entrepreneur, I co-founded Simext, and transitioned from a startup to a respected name in B2B SCM solutions (WMS, Logistics, 3PL, TMS), serving clients across India, Europe, Africa. I've held senior leadership roles at Zycus managing multi-million-dollar Fortune 500 engagements.

Willing to relocate: Anywhere

Work Experience

Engineering Site Leader, Customer Service Technology

eBay-Mumbai, Maharashtra

Full-time

April 2022 to March 2025 • Full-time

Engineering Lead - AI/ML and Enterprise Software

- GenAI, RAG, Contextual Conversational AI Responses

- Intent Identification as per AI Summary - Optimized Workflows
- LLMs Integration, Bots, Kore.ai
- Streamlined Bot Release Management process

Led Global Delivery Teams - India, U.S., China

- Team building, data scientists, leadership development, mentoring
- Cross-Functional Teams - Breaking silos, led ways of working for seamless collaboration
- People, Vendor and Resource Management

MLOps and AI Platforms

- Designed AI Observability Frameworks, Dashboards for AI governance, optimization, productionization
- Collating and monitoring feedbacks to fine-tune and train machine learning models, improve responses

Analytics tracking and visualization

- Clickstream, Tableau, Amplitude

Critical Talent Award in 2023 (top ~1% performers)

- Minimized gaps in productivity, increased delivery velocity by 70%
- Consistently outperformed team capacity estimates
- Proactive Initiatives and Innovation: Agentic AI prototypes, PoCs, UI/UX enhancements
- Prompt Engineering, GitHub Copilot adoption

Led a Tech and Digital Transformation initiative

- Numerous contact-center workflows
- Drove large-scale effort estimations (T-Shirt sizing) and CBA for E2E project
- Defined and Tracked ROI-driven success metrics

Agile Product Design and Development

- Scrum: Prioritized Backlog, Sprint Planning, Jira Dashboards / widgets
- Daily Standup, Sprint Review, Retrospective
- Contract-First API Development - OpenAPI specs
- Automated CI/CD Pipeline (Jenkins) for on-demand deployment to higher env
- Test Automation (Selenium Grid) - Mock Test Server - E2E testing - UAT - Regression

Proactive Monitoring, Maintenance, Support

- Grafana Dashboards and Alerts (predefined thresholds)

Tech Stack and Tools

- Node.js, Java, React, MongoDB, Redis, NoSQL, Lucidchart, Figma, Jira
- REST APIs, microservices, JSON, Web Services

Industry: eCommerce, Customer Service, Contact Center Technology

Co-Founder

Simext Technologies Pvt. Ltd.-Mumbai, Maharashtra

Full-time

April 2005 to March 2022 • Full-time

Entrepreneur - CEO

- Scaled Startup to respected name in Supply Chain Automation, SCM IT solutions - WMS, Logistics, TMS
- ELT Executive Leadership Team member
- Organizational Leadership, Corporate Vision, Strategic Planning
- Business Development, P&L
- Sales, Negotiation, Proposals, Agreements

Scaled company to substantial revenue growth

- 95%+ client retention rate
- Clients in India, Europe, Africa
- On an average, Warehouse ops speed increased 36%, dispatch accuracy +99%
- Software managed multi-million dollar assets

Simplified Supply Chain

- Single Stop Provider, E2E Integrated SCM
- SaaS - cloud - AWS monthly subscription, on-premise
- Web and Mobile, Wireless devices - HHT Hand-Held Terminal

PDLC

- Product Roadmap, Solution Architecture
- Techno Functional Consulting, Requirements Mapping
- Enterprise Architecture
- ROI metrics tracking
- IT Security, Compliance

Agile - Scrum Product Design and Development

- Details in eBay section

Some clients:

- Hyundai Construction Equipment India, Bharti Shipyard, Safari Ind
- Kone Elevator: Global leader, Intl Maritime Aviation LLC
- BARC Govt org, HINO Motors, Reliance

Tech Stack

- OOPS, Java J2EE, Web Services SOAP, Oracle PostgreSQL mySQL

Digital Marketing

- SEO PPC CPC Google Adwords, LinkedIn Facebook Instagram

Flexible Integration Engine - Integrates with:

- ERP: SAP, Oracle EBS / Apps, Microsoft Dynamics 365 / NAV
- Firmware: HHT, Pick to Light, Conveyor, ASRS
- Monitoring PLC devices: Temperature Controllers
- Tally, RFID EAS Barcode GPS

SCM B2B Product Suite

- Warehouse Management System, Cold Chain, 3PL
- Transportation, Logistics - Distribution, Retail, BI
- Adv. Inventory Control, Yard - Container mgmt for ICD CFS
- Demand Planning and Forecasting, MRP, O2C order to cash
- MES Manufacturing Execution, PPC, Dynamic Scheduling (Resources-Machines)
- ERP, Integrated E-Commerce Web-Store and CRM (Complaint mgmt, After-Sales Tracking, Warranty mgmt)
- Hub and spoke model, last mile delivery optimization

Global Delivery Head - PSO Head

Zycus Infotech Pvt.Ltd-Mumbai, Maharashtra

Full-time

January 2003 to March 2005 • Full-time

Senior Management Role

- Part of Top Management Team for Business and Delivery Strategy
- Nurtured multi-million dollar projects
- Solutions for 5 Fortune 500 companies
- Clients in the U.S., EMEA

PSO Practice Head - Professional Services (SBU Head)

- Managed multiple Account Managers and Subject Matter Expert
- Team Building, Developing Leaders, Mentoring, People Management
- Collaborating with multiple Cross-functional teams - Engineering - Software, SME's - Subject Matter Experts, Sales, Pre-Sales, Marketing, CEO and Top Management

Key Account Management

- Large Client Relationship, Government Projects
- Managing all key clients and partner-channels
- Proposals - RFI - RFP - RFQ, collaborating with Pre Sales, Agreements - MBA - EULA, SOW, SLAs; Negotiating - Closing

Business Development

- Spearheaded Upselling and Cross-selling with Sales - Pre-Sales
- Tracking Employee-Revenue-Productivity
- Corporate Change Management

Chairing PMO: Audit - Reviews

- Tracking CSI targets (Customer Satisfaction Index)
- MBOs: Management by Objectives

Risk Management: Business, Technical, Process, Domain

- Processes Standardization - Compliance - Improvements

Project Management

- Planning, Scheduling, Tracking, Controlling

Agile - Scrum - Iterative Software Product Design and Development

- Details in eBay section

Domains:

- Spend Management - Spend Analysis, Spend Visibility

... UNSPSC Taxonomy - Hierarchical categorization of Products and Services - esp. used in Spend Analysis and Procurement, SCM and e-Commerce

- MDM - Master Data Management and Supplier Rationalization
- e-Sourcing and e-Procurement

AI - ML

- AI - Artificial Intelligence, ML - Machine Learning, Expert Systems, Bayesian Algorithm (Naive Bayes Algorithm Classifiers - Classification Technique - Theorem)

Company Locations: Mumbai - India, New Jersey - USA, Frankfurt - Germany

Technical Project Manager

Resorsys India Pvt. Ltd.-Gurugram, Haryana

Full-time

December 1999 to January 2003 • Full-time

Technical Product Manager

- Full PDLC - SDLC
- Project and resource scheduling, team mentoring management
- Solution architect, technical architect
- Project Management, estimations, quality management, product-version-control, etc.
- Geographically distributed teams (India, Romania, UK)

Solution Architect - Technical Architect

- Feasibility, Requirement Analysis, specification
- OOPS - OOAD - RUP, Technical Architecture, Data Modeling
- n-tier Technical Architecture
- Development of multiple software products and projects

Domains:

- Monitoring Process Controls (Industrial Automation - HVAC systems)

Hands-on Experience (consolidated):

- OOAD - RUP - Rational Unified Process, Rational Rose, UML
- COM - ATL ActiveX Controls, Docs, Doc-Container
- C++ STL VC++ (MFC, ODBC - ADO, etc.)
- Java, J2EE, EJB, Beans, DOM, JNI, Core Java, Applets, Servlets, JSP, Multi-threading
- Internet - Intranet (ISAPI - ASP - IIS), Win32 SDK, Sockets, .NET framework
- Database: Oracle, Microsoft SQL Server

Locations: GCC - Gurgaon, India; Sandhurst, Berkshire, UK; Romania

Project Lead - Software

RMSI Pvt. Ltd.-Noida, Uttar Pradesh

Full-time

February 1998 to December 1999 • Full-time

- Full PDLC - SDLC. Requirement analysis, Feasibility Study, OOAD, Architecture, data modeling; Algorithm Design, and Implementation.
- OOPS, C++, VC++, Client-Server Architecture
- Domain: GIS, Risk Management, Insurance
- Locations: GCC - Noida and Hyderabad, India; Newark, California, USA

Software Engineer

Compusoft India Pvt. Ltd.-New Delhi, Delhi

Full-time

June 1997 to December 1997 • Full-time

- Software Engineer - Software Design and development
- OOPS, C++, VC++, Client-Server Architecture
- Locations: Delhi - India; CA - USA

Software Engineer

Aithent Technologies Pvt. Ltd.-Gurugram, Haryana

Full-time

February 1997 to June 1997 • Full-time

- Software Engineer - Software Design and development
- OOPS, C++, VC++, Client-Server Architecture

- Locations in India, USA, Canada, Singapore

Software Engineer

Coforge-New Delhi, Delhi

Full-time

January 1996 to January 1997 • Full-time

- Software Engineer - Software Design and development
- OOPS, C++, VC++, Client-Server Architecture, Embedded Systems (Sony Video-Camera UI)
- Locations in 14 countries across India, USA, Europe, Japan, Asia Pacific

(PS: The company name earlier was: NIIT Technologies Limited)

Education

Computer Science (MCA)

Institute of Management & Technology, Ghaziabad-Ghaziabad, Uttar Pradesh

Full-time | July 1993 to June 1996

Scored: 80%

Gold Medalist

Mathematics (B.Sc. (Honors))

University of Delhi-Delhi, Delhi

Full-time | July 1990 to June 1993

Skills / IT Skills

- JavaScript
- Entrepreneurship
- Procurement
- Product Management
- E-Commerce
- PDLC
- MongoDB
- LLM
- PostgreSQL
- Node.js
- Spend Analysis
- AI Roadmap
- React
- GitHub Copilot
- Solution Architecture
- CI/CD
- Prompt Engineering
- Consulting

- Agentic AI
- R&D
- Management
- NoSQL
- SCM
- Startups
- RAG
- SDLC
- Scaling Startups
- Team Building
- .NET
- Leadership
- SQL
- Contact Center Technology
- Product Roadmap
- Enterprise Architecture
- Retrieval Augmented Generation
- GCC Leadership
- Enterprise Software Development
- ERP
- Generative AI
- Python
- AI Agents
- AWS
- AI Strategy
- GenAI
- Engineering Leadership
- Digital Transformation
- Architecture
- Oracle
- Customer Service Technology
- B2B Product Development
- Senior leadership
- SaaS
- MLOps
- Conversational AI
- Scrum
- Warehouse Management System
- OOPS
- CRM software

- J2EE
- AI Governance
- WMS
- Agile
- Key Account Management
- Redis
- PMO
- C++
- Bot Development
- Technical Consulting
- Web Services
- Supply Chain Management
- Microservices
- Analytics
- Java

Languages

- English - Expert

Online Profile

<https://www.linkedin.com/in/jaideephinduja>

Awards / Achievements

Critical Talent Award

May 2023

Awarded by eBay Inc.

Critical Talent Award in 2023 (given to ~0.5% to 1% in the org.)

Increased Delivery Velocity & Team Efficiency

- Delivered high quality technology products, significantly outperforming team capacity estimates
- Proactive Initiatives: POCs for near-future Features & UI / UX

Gold Medalist

July 1996

Awarded by Institute of Management Technology, IMT, Ghaziabad