Jaideep Hinduja

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

A multifaceted professional with proven skills in **Organizational Leadership, Scalable AI Development, Leading Cross Functional Teams, B2B and B2C Software Product Development, SaaS, and P&L**

Skills (Core Competencies)

Engineering Leadership, Organizational Leadership, GenAI, RAG, LLM, Agentic AI, MLOps, Bots, AI Roadmap, Digital Transformation, Data Science, Agile, Scrum, SDLC, PDLC, B2B, B2C, Product Development, SaaS, Consulting, CBA,

Solution Architecture, Software Development, CI/CD Pipeline Automation, Product Management, Entrepreneurship, Scaling Startups, Deal Closures, Key Account Management, Cross Selling, Project Management, Artificial Intelligence,

NodeJS, React, Web Services, OpenAPI, SQL, OOPS, C++, Java, Python, J2EE, .NET, JSON, REST APIs, Jira, Jira Dashboards, Selenium, Jenkins, Grafana, Lucid, Figma, Redis, MongoDB, Oracle, PostgreSQL, mySQL

Summary

- **Led and mentored Global Engineering and Delivery Teams across India, U.S., China, and GCC** - driving business and delivery velocity, leadership development, and a strong team culture.

- Transforming enterprise AI vision into measurable business impact, I specialize in **building scalable, responsible AI ecosystems** that drive ROI and operational efficiency for large organizations.

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

- I've **led initiatives spanning** pre-trained and fine-tuned LLMs (e.g. for intent identification, Conversational AI), **RAG and Generative AI** deployments for contextual responses, **MLOps** with **CI/CD pipeline automation** for on-demand deployment, **AI observability frameworks** (e.g. **dashboards** for AI Governance, AI Optimization).

- With **20+ years** of technology leadership, my expertise spans strategic planning, organizational leadership, innovation and thought leadership - driving transformative growth through AI, enterprise platforms, and large-scale Tech and Digital Transformation.

- **At eBay**, as Engineering Site Leader in India, I led development and deployment of high-impact, **scalable AI and digital transformation solutions** for next-gen contact center platforms that enhanced operational workflows and elevated customer experience (CX). Led Retrieval-Augmented Generation, GitHub Copilot, prompt engineering.

- **Analytics tracking and visualization** - Leveraged Clickstream, Tableau, Amplitude to translate user behavior into **actionable insights** and drive business strategy

- Proactively orchestrated several forward-thinking initiatives - 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 the organization.

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

- I champion responsible AI and 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 successfully transitioned from a startup to a respected name in **B2B SCM** solutions **(WMS, Logistics, 3PL, TMS)** - serving clients across India, Europe, and Africa. On an average, warehouse operations speed increased by 36%, and dispatch accuracy to +99%.

- I have held **senior leadership roles at Zycus**, managing multi-million-dollar projects for **fortune 500** companies - **Key Account Management**, P&L, **US and EMEA clients**, nurtured engagements with **C level Executives**.

Domain Expertise

Customer Service, Contact Center Technology, E-Commerce, O2C, Retail, E2E Supply Chain Automation, SCM, Supply Chain Management, WMS, Warehouse Management System, Logistics, 3PL, TMS, Yard and Container Management for ICD and CFS, Spend Analysis, e-Sourcing, eProcurement

Enterprise Software, ERP, CRM, BI, MES, PPC, Dynamic Scheduling, Demand Planning and Forecasting, MRP, ASRS, Inventory, Barcode, RFID, IOT, IIOT, Monitoring Process Controls

Soft Skills

Strategic Visionary, Customer-Centric Mindset, Data-Driven Analytical Thinking, Inclusive and Empowering Leadership, High-Performance Team Building, Innovative Problem Solving, Executive Communication, Stakeholder Alignment, Empathetic Listener

Work Experience

Engineering Site Leader - Customer Service Technology, eBay, 04/2022 - 03/2025
Co-Founder / Entrepreneur, Simext Technologies Private Limited, 04/2005 - 03/2022
Global Delivery Head - PSO Head, Zycus Infotech Private Limited, 01/2003 - 03/2005

Technical Project Manager, Resorsys India Private Limited, 12/1999 - 01/2003
Project Lead - Software, RMSI Private Limited, 02/1998 - 12/1999
Software Engineer, NIIT Technologies and Compusoft India and Athient Technologies, 01/1996 - 12/1997

Key Highlights

- Established Global and Local *SBUs from scratch*, *key roles in GCC ops*, overseeing Key Account Management, PSO, Delivery, Product Management, Software Development, Project Management, and Onsite-Offshore model.

- *Automated systems across industries and domains*, e.g. for e-commerce, customer service and next-gen contact center platforms, Supply Chain (Warehouse Management System, Logistics, 3PL), ERP, CRM, spend analysis.

- Managed vendor and software *partner relationships to drive alignment* and ensure high-quality delivery.

- Minimized gaps in productivity to increase delivery velocity by 70%.

- Automated CI/CD pipeline: Mock Tests, Test Automation and Regression, E2E testing, UAT and on-demand deployment to higher environments.

- Led Bots development, Kore.ai, LLM Integration, and streamlined bot release management process.

- Proactive Monitoring and Alerts with Grafana Dashboards (predefined thresholds) - for efficient Support, Performance and Maintenance.

- Defined effective ways of working to *drive efficient delivery across cross-functional teams*. Drove large-scale effort estimations (T-shirt sizing) and CBA, while defining ROI-driven success metrics to measure impact and outcomes.

- Incubated ideas from scratch into a commercial software product suite.

- Proactively assessing and *mitigating risks*, implementing effective measures to ensure continuous improvement.

- Managed *proposals*, RFP RFQ responses, and contractual documents including MoUs, SOWs, SLAs and EULAs

- Executed *go-to-market strategy* and digital marketing initiatives, including SEO, CPC and Google Ads, and social media marketing across LinkedIn, Facebook, and Instagram.

- Experienced in *Contract-First API development*, distributed systems, n-tier and multi-tenant architectures, microservices, *SaaS* solutions, cloud platforms, AWS, Azure, GCP - Google Cloud Platform.

- *Integrated Web Services*, JSON, REST APIs, OpenAPI, XML-SOAP with SAP, Dynamics Navision, Tally, systems like HHT and mobile devices, pick-to-light systems, PLC, ERP; and technologies like GPS, EAS, smart cards

Education

- PGDCA (MCA), Post Graduate - Institute of Management Technology, IMT, Ghaziabad, India 1996- Gold Medalist
- B.Sc. (Honors) Mathematics, Graduation - University of Delhi, India - 1993

Additional Information

- Interests: Inculcating Leadership, Mathematics, Social Causes, Marathon, Running, Trekking, Cycling, Meditation