SHUBHAM JHANDEI

Engineering Manager 2 @ Adobe India

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EXPERIENCE

Engineering Manager 2
Adobe India

📅 Jan 2021 - Now   📍 Remote

- Lead a 12-member engineering team that delivers Adobe Journey Optimizer (AJO) content workflows used by global enterprise marketers.
- Boosted marketer efficiency by 33% and cut campaign time to market by 40% by launching a next-generation preview platform adopted across multiple product lines.
- Drove AI adoption strategy within AJO, integrating Generative AI capabilities into content workflows, improving personalization and campaign effectiveness.
- Introduced a configuration-driven user interface framework, reducing the onboarding of new marketing channels from 3 days to 2 hours - a 36X improvement in delivery velocity.
- Scaled team capacity through strategic hiring and mentoring, growing from 4 to 10 engineers in less than a year.
- Established structured on-call and incident response process, reducing MTTR (mean time to resolution) by 50% and improving the reliability of the service.

Senior Software Engineer
Chegg Tutors (Chegg India Pvt. Ltd.)

📅 Apr 2018 – Dec 2020   📍 New Delhi, India

- Designed and built a MVP for a new chat based tutor for market test a new product.
- Led one of the two teams for the development of MVP.
- 30% decrease deployment time by containerizing monolithic service

Software Engineer 2
Couple of Startups

📅 May 2015 - Mar 2018   📍 Mumbai, Maharashtra

- Worked in team size range 1-3 (Including me)
- Solved various problems related to diverse domains namely finance (Piggy Mutual Funds app), travel marketplaces (Gofro.com), logistics (Shipler.in).
- Designed, built, and maintained backend systems independently.

Software Engineer
Snapdeal.com

📅 Jun 2013 - Apr 2015   📍 New Delhi, India

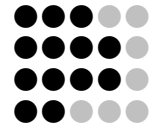- Started as a college graduate and grew into a proficient backend developer.

SKILLS

People Management   ●●●●○○

Java, Spring   ●●●●○○

System Design, Database   ●●●●○○

Gen AI Technologies   ●●○○○○

CERTIFICATES

Management Essentials
Indian School of Business

📅 Oct 2023 – Mar 2024

EDUCATION

Bachelor of Technology
National Institute of Technology

📅 June 2009 – May 2013