

NIKHIL SINGHAL

ARCHITECT | CTO | VICE PRESIDENT ENGINEERING @ PRIVATE EQUITY BACKED AND FORTUNE 500 COMPANIES

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Seattle, WA

PROFESSIONAL SUMMARY

- An **entrepreneur, hands-on cross functional leader and software architect** with 25+ years of creating products
- Expert at building **scalable enterprise, web, and API products** utilizing .NET, JAVA, React, Vue, Node.js, open source and cloud systems
- Adept at crafting **product vision and technology strategy** to create improved customer experiences
- An accomplished software engineering leader with **rich industry experience in various verticals** including employee engagement and fulfillment, travel and tourism, partner management, machine learning, big data, online services, location-based gaming, CMS, ecommerce, OCR, green energy, pet insurance and education

PROFESSIONAL EXPERIENCE

Chief Technology Officer, THE TOUR GUY and THE ROMAN GUY

03/23 – 10/23

Architected the company's technology strategy, infrastructure and engineering into the next generation of AI and ML led product design for advanced e-commerce capabilities on web and mobile, seamless user experience and rapid growth.

- **Architected the PERSONALIZATION® travel platform** powered by AI and ML that combines NLP, advanced data analytics and user behavior to provide cutting-edge e-commerce capabilities, tour selection and revenue growth.
- Designed an **AI-powered travel planning assistant** that uses natural language processing and ML models (with real time weather and events integration) to create customized itineraries based on personal preferences and feedback.
- Enhanced the platform for **predictive recommendations** by analyzing customer data and travel trends to recommend hidden gems, local experiences, and off-the-beaten-path destinations personalized to each traveler. Leveraged sentiment analysis from social media and travel blogs to identify rising attractions and unique experiences.
- **Dynamic tour group matching:** Powered by AI, created an autonomous system to match individual travelers with compatible tour groups based on shared interests, age, travel style, and preferred pace. This created a more cohesive and enjoyable experience for everyone.
- **Improved operational efficiency** by over 400% by building AI based dynamic pricing and fraud detection.
- Implemented AI-based **dynamic pricing** models that adjust based on real-time demand, competitor pricing, ticket availability and weather forecasts helping revenue without deterring potential customers.
- **Fraud detection:** Developed AI systems in conjunction with payment processors to detect and prevent fraudulent bookings and chargebacks, mitigating financial risks and improving customer trust.

Chief Technology Officer and Head of Product, IMPERATIVE GROUP INC

03/20 – 03/22

Led Product and Software Engineering functions at Imperative, an enterprise peer coaching SaaS platform that utilizes Organizational Network Analysis.

- Architected the platform that combines machine learning and artificial intelligence powered conversations and behavioral sciences to manage, scale, and measure peer coaching programs that address the needs for social connection and learning
- New scaled platform with data analytics resulted in an 300% ARR increase from 1 MM to 4 MM
- Crafted the product strategy, technical roadmap and prioritization designed to scale the adoption and engagement
- Monthly update to Board members on product metrics, KPI's, growth and technology progression
- Developed the team and tripled the size across engineering and product with continuous hiring and SMART goals
- Improved product scalability by 400% with focus on product and data analytics and external reporting to CHRO's
- Brought the development in-house reducing external vendor dependency and improving budget spending
- Architected the data infrastructure and implemented technology governance including SOC II compliance

Senior Director (Interim) of Technology, EXPEDIA GROUP

09/18 – 03/20

Headed the Lodging Platform Integration and Experience group at Expedia.

- Set strategic direction and provided technical leadership for B2B SaaS platform integrations with lodging suppliers, 3rd Party Inventory management, enhanced Developer and Integration Portal
- Worked with external partners to define a well-rounded business strategy for adoption growth
- Led product strategy and prioritization along-with product counterparts to build a hypergrowth product model
- Management team leader for the data engineering function for Expedia Lodging group
- Increased 3rd party lodging suppliers from 28 to 75 resulting in real time inventory increase by 300%
- Decreased the onboarding time from 180 days to 35 days increasing customer satisfaction and group profitability
- Led the integration of VRBO systems into Expedia Lodging solutions resulting in annual savings of \$45MM

Director of Digital Transformation, HITACHI CONSULTING

01/14 – 06/18

Led the Cloud Transformation, Agile and DevOps practice. Provided technical architecture and product management thought leadership to build world-class enterprise and cloud SaaS solutions.

- Led teams of over 200 engineers, product, test, design and account managers to drive over 100MM in revenue and increased business opportunities. Fostered deep relationships while working independently with client CxO's
- Headed the digital products portfolio for Hitachi Vantara. Multi-layered collaboration with accounts and sales teams to evangelize and negotiate the portfolio with business leaders resulting in over 200MM in sales
- *Microsoft Corp. – OEM Featured Devices and Membership:* Spearheaded the design and development of 6 different tools under OEM platform. Led 80+ person agile team to envision, design and implement
- *Microsoft Corp. – CCG Corporate Sales and Planning:* Led 20+ person agile team for design and development of complex multi-billion-dollar retail planning process
- *Northwest Evaluation Association (NWEA):* As Director of Software Engineering, led a 150+ team in building high performance and scalable education testing platform. As Director of Product Management team, defined the product roadmap for next generation platform and shared services
- *Rabobank NA:* Managed 50+ person engineering team for Financial Regulatory Reporting Delivery software.
- *Trupanion Inc.:* Led a 30+ person team building the internal claim processing system for pet insurance
- *Toyota Financial Services:* As agile coach and facilitator trained and mentored a 60+ person team in agile product delivery, increasing organizational agility, team scalability, shorter delivery cycles and increased product velocity

Platform Architect, AT&T

02/13 – 01/14

Increased the growth and adoption of the AT&T developer API SaaS platform by leading the technical architecture of the platform for geo-redundancy, security, scalability and performance in the cloud.

Director of Engineering, GRID POINT INC.

09/12 – 02/13

Managed a 60+ agile development team building an energy management SaaS platform, an IoT system with cloud based real time data storage, analysis and reporting platform, with scaling to >100 million messages per hour.

CTO, ZAPRICA INC

11/11 – 07/12

Designed and architected end to end content collaboration system including cloud-based backend, middle tier, web and mobile front-ends using .NET, C#, Java, Node.js, AWS, Ruby and Hadoop.

Vice President, Engineering, GROUNDSPEAK

12/08 – 11/11

Cross-functional engineering leader, responsible for planning, architecture and execution of all software products, backend infrastructure and internal tools of Groundspeak including location based geocaching.com.

- Generated YoY growth in revenue of over 30% by defining the technology vision and product strategy
- Built a 50+ engineering team imbibing a culture of accountability, leadership and self-improvement

Software Architect, OPENTEXT (CAPTARIS)

11/07 – 12/08

Provided technical leadership in designing and architecting next generation imaging, faxing and workflow solutions for enterprise customers. Helped retain million-dollar accounts by architecting and delivering Project Confidence initiative.

Principal Development Manager, TELSPACE

04/07 – 11/07

Created new web services, AJAX enabled web sites and extensive SQL Server based applications for Mobile Virtual Network Operations. Won several new contracts by pioneering Mobile Platform web services.

Development Lead, MICROSOFT CORP

05/03 – 04/07

Led multiple technical initiatives across Global Foundation Services (GFS), Live Spaces and Commerce Server groups developing highly scalable & performant ASP.NET applications.

- *Global Foundation Services:* Provided technical vision and leadership to an agile team of FTE's and vendors developing high scale and performance applications for Windows Live server build-outs
- *Windows Live Spaces:* Drove 7 releases of Spaces championing agile development. Increased the Live Search share by 30 million ad queries per day. Awarded a Microsoft Gold Star for this effort
- *Commerce Server 2002:* Contributed to test team by building automation tools, reporting frameworks and innovating in the business intelligence design initiative

Senior Software Engineer, DIVINE INC

07/99 – 02/03

Led teams across US, India and Japan for developing Transact, an e-commerce solution.

Team Leader, DIGITAL EQUIPMENT CORP

05/97 – 07/99

Supervised teams across US and India to develop an Apple Mac e-mail client for TeamLinks Office Suite.

Software Engineer, VERIFONE INC

08/96 – 05/97

Implemented the communication protocol between card swipe terminals and server.

TECHNICAL EXPERTISE

- Expert in Cloud and Infrastructure Architecture on Amazon AWS, Microsoft Azure and Google Cloud Platform
- Established Enterprise Architect with expertise in Microservices, Kubernetes, Docker, SOA, Design Patterns, .NET and Java
- Proficient in major SQL and No-SQL databases including Microsoft SQL Server and PostgreSQL
- Familiarity with Cassandra, Hadoop, Node.js, MongoDB, React, Vue and Angular, iOS, Android, Ruby on Rails, Python

EDUCATION

- Harvard University - Master's, Distributed Computing and UNIX System Programming
- B.S. - Computer Science & Engineering, Bangalore University, India. Graduated In the Top 1% Of Class

STRENGTHS

- Entrepreneurial spirit, positive growth mindset and data engineering led application development
- Technology strategy and vision with crisp decision-making building experiences instead of focusing on features
- Strong business acumen with deep understanding of customer centric design and leveraging data driven decisions
- Security, governance and regulatory compliance professional
- Expert in global collaboration and partnerships
- A team builder and people connector with proven communication skills to develop, motivate and mentor independent, peak performing remote and geographically distributed teams
- Trustworthy, responsive and collaborative executive team member with deep business and technical acumen managing multi-million-dollar budgets

- Innovative, value driven and Lifelong learner with technology consulting background who rapidly learns, assimilates and leverages new and emerging technologies
- Empathetic and value driven leader with high EQ. Have attracted, developed and retained top talent building a strong network of engineers, product managers and people leaders
- Data Sciences and Machine Learning led product design and development

PRINCIPLES AND VALUES

- Relationships, Impact and Growth driven Servant Leadership
- Bring passion, honesty, integrity, and transparency
- Being curious and resourceful. Assume positive intent
- Embrace competitive creativity and lead by example
- Always empower, coach and mentor the teams

HONORS AND ACHIEVEMENTS

- *Expedia Group* Leadership Academy Coach, EG Evaluator, Innovation mentor and Promo bar raiser
- *Amazon* AWS Certified Solutions Architect, Developer and SysOps Administrator
- *Agile*: Certified SCRUM Professional, SCRUM Master and SCRUM Product Owner, Kanban and Lean Development
- *Microsoft Awards*: Above & Beyond award, Gold Star award for excellent performance
- *Patents*: Protecting Non-Adult Privacy in Content Page Search, Metadata for Searching Within First Degree Contacts and Collaborative Content Publishing