Vaibhav Kaul

Director of Engineering, SeatGeek.com

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- **SeatGeek.com,** *Director of Engineering (Commerce / Marketplace), **Mar 2019 - Present***
  - Own SeatGeek's Commerce and Marketplace product areas comprised of engineers, managers as well as product managers. 8 direct reports with a total of 15 people in the org.
  - Regular one on ones with senior engineers and engineering managers on the team as part of regular performance / career check-ins
  - Review company wide engineering RFCs and lead cross team technical initiatives between several product areas
  - Conduct both technical and non-technical final round interviews for engineering leadership hiring.
  - Lead an initiative to start an engineering apprentice program at SeatGeek hiring straight out of coding immersives
  - Lead resilience engineering to enable large scale concerts as well as major playoff on-sales enabling 6-11K commerce transactions a minute

- **SeatGeek.com,** *Senior Technical Manager, **Jun 2018 – Mar 2019***
  - Product Owner of SeatGeek's wholesale marketplace "**SellerDirect**" with over a billion dollars in lifetime GMV
  - Managed 4 direct reports including engineers and senior engineers. This includes regular 1-1s, as well as 180/360 performance reviews
  - Owned several technical / commerce OKRs around system uptime, seller onboarding, customer support contacts etc
  - Ensure smooth operations during the NFL/MLS 2018/19 season to promote SeatGeek's open ticketing initiative allowing secure secondary ticketing for all SeatGeek partners
  - Work with finance team to create invoicing systems as well as automated payout flows for all tickets sold on SeatGeek
  - Built several secondary ticketing systems enabling sale of high value events like the Superbowl / Final 4 / Masters on SeatGeek

- **SeatGeek.com,** *Technical Manager, **Mar 2016 – Jun 2018***
  - Built SeatGeek's wholesale ticket marketplace with 100s of professional ticket sellers as a direct response to a quickly changing ticketing landscape. (rotating barcodes / mobile only tickets etc)
  - Own SeatGeek's payment stack to add support for multiple payment gateways to support B2C transaction volume as well as B2B ticketing partners such as the Dallas Cowboys and Manchester City FC.
  - Extend SeatGeek's fraud systems to add support for experimentation as well as improved integrations with a machine learning based risk analysis provider to lower fraudulent activity as well as insult rate.
  - Lead/Manage a team for 4 engineers responsible for a large part of SeatGeek's commerce operations
  - 180/360/Compensation reviews for engineers on the team

- **SeatGeek.com,** *Senior Web Engineer, **Apr 2015 – Mar 2016***
  - Create/Maintain backend APIs in python tornado for multiple SeatGeek clients
  - Integrate multiple primary/secondary ticket markets with SeatGeek, enabling them to list and sell tickets
  - Work with multiple payment providers enabling tokenized payments for both SeatGeek and markets currently integrated
  - Enable Apple/Android Pay on SeatGeek for supporting markets
  - Build/Maintain a service that consumes every purchase transaction made on SeatGeek to enable commission and gross ticket value tracking
  - Generate invoices for all SeatGeek markets
  - Help grow the engineering team by conduction both early stage and final round interviews

- **uSell.com,** *Senior Engineer, Sep 2012 – March 2015*
  - Architecture and Full Stack Implementation for multiple uSell.com products, like the consumer facing website and the backend platform using technologies such as Java Spring, MVC, JSP, JavaScript, CSS/LESS, JQuery, Backbone etc
  - Role Based security management for various e-commerce platforms
  - Delivered trade.staples.com consumer facing website as well as a backend buyer/fulfillment platform
  - Work with different departments like business development and customer care to develop technology solutions
  - Developed uSell Current HTML5 iPhone application
- **CommonDesk LLC,** *Director Engineering, 2011 - Sep 2012*
  - Architectural Design/Implementation for all Compliance and Productivity solutions
  - Client/Partner relations
  - Product Management CommonDesk 360
  - Managing local/overseas development teams
  - iOS/Android/Playbook/BB10 Development and Architecture for ARCviewer

EDUCATION

MS is CS - New York University

January 2011

Courant Institute of Mathematical Sciences, Master of Science in Computer Science

Coursework: Advanced Database systems, Open Source Tools, Analysis of Algorithms, Distributed Systems (Multi- Core Programming), Programming Languages, Operating Systems, Independent Study (Heuristic Programming), and Applied Cryptography.

Masters Thesis: TestRig: A Platform independent system testing tool.