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## About

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### Vikram Ramakrishnan



I'm an effective technology leader with over 19 years of experience and proven abilities in driving organizational transformation, building high-performance engineering teams and delivering customer value through technology. I have full stack software engineering expertise specializing in designing, building, and scaling large-scale distributed systems in the FinTech space and I thrive in dynamic, fast-paced environments with a strong focus on results.

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## Career Highlights

- Built Platform services center of Excellence in India from scratch with over 45 Engineers and 6 Engineering managers.
- Led technical strategy for multiple platform modernization efforts (Tracking Infrastructure, Notifications, Crawler) removing operational inefficiencies and improving scalability and security posture.
- Proven track record of building high performance engineering teams by hiring, retaining and growing talent across geographies.
- Reduced nearly 30% Opex by executing Location strategy initiative for Foundational Platforms organization.

## Work Experience



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14 yrs 2 mos

**Director of Engineering, Enterprise Platform Services**

Nov 2019 - Present

Responsible for overall Technical and Product strategy of large scale foundational platforms enabling PayPal's Customer Notifications, Secure Data Exchange, Web Crawler, Location Services and other enterprise services.

**Senior Manager, Engineering, Search & Tracking Platforms**

Mar 2017 - Nov 2019 (2 yrs 9 mos)

I led Engineering for Search & Behavioral Analytics Platform at Paypal and was responsible for the overall vision, strategy, and execution.

**Engineering Manager, Behavioral Analytics & Tracking Platforms**

Mar 2013 - Mar 2017 (4 yrs 1 mos)

- Responsible for Technology strategy and execution for the team that enabled Behavioural Analytics at scale in PayPal.
- Enabled Real-time Analytics using Druid that eventually replaced third-party proprietary visual analytics tools, reducing cost and improving TTM for the customers.

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**Senior Software Engineer, Behavioral Analytics & Tracking Platforms**

Apr 2010 - Mar 2013 (3 yrs)

- Lead Engineer on Paypal's Behavioral Analytics Platform, and responsible for the design and development of systems that processed Tracking Data scaling up to multiple billions of events per day.
- Domain Lead for Marketing Platforms (Ad Targeting & Tracking) providing home grown Campaign Management, Ad Targeting & Tracking and Conversion Analytics.

**Software Engineer**

Oct 2008 - Mar 2010 (1 yr 6 mos)

- I built foundational User Domain Services for PayPal, refactoring and rewriting massively tangled pieces of legacy monolith code into microservices architecture• I built foundational User Domain Services for PayPal, refactoring and rewriting massively tangled pieces of legacy monolith code into microservices architecture



## **Bestbuy**

2005 - 2008 (3 yrs)

### **Software Engineer**

- Lead engineer on the Customer Relationship Management (CRM) team and built BestBuy's Loyalty system.
- Built High volume ETL solutions enabling customer segmentation and prospect Identification.



## **Tata Consultancy Services**

2003 - 2005 (2 yrs)

### **Assistant System Engineer**

- Worked on the Database Platforms team identifying performance bottlenecks and tuning mission-critical queries for BestBuy's Data warehousing systems.
- Built High volume ETL solutions enabling customer segmentation and prospect Identification.