

SOUMEN BASU

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EXPERIENCE

GOOGLE

Sep 2018 - Sep 2021

Bangalore, IN

Engineering Manager

Launched first Infrastructure Service in India: Recruited and led a team that designed and launched a new infrastructure platform serving **2Million QPS**, within a year. The platform provides infrastructure services to Google Mail, Calendar, Drive. Drove the engagement with client teams, partnering with critical teams to validate, then move to the new platform. Successfully led the service to be supported by SRE Oncall. The platform is currently serving 10s of millions of QPS.

Google Workspace - Migrated unsupported Google Payments Integration for Workspace: Identified the risk of decades-old unsupported payment integration, which was constraining feature requests from business. (Could not pre-pay for subscriptions, and could not renew or upsell during the subscription period). Made a case highlighting the risk of unsupported integrations, supported by cost of new features blocked on the integration. Worked with partners in Google Payments, Accounting and Finance teams to deliver an updated payments integration within 1 year.

Google Workspace: 90% Reduction in Time/Effort for Pricing and Offer Management: Workspace Commerce team was infamous for delays due to complex legacy code, with hundreds of overlapping offers. Led the team in delivery of a new offer management platform, replacing legacy code with a rule based system, which reduced effort by 90% (4 weeks to 2 days). Completed in Jan 2020, this was a major enabler for the rebranding of Google Workspace in 2020. Commerce team earned the reputation of reliable timely deliveries, with this new infrastructure, and with this success, took on the Payments Integration migration, a major delivery for 2021.

KHOROS (EARLIER: LITHIUM)

Jun 2017 - Aug 2018

Bangalore, IN

Senior Engineering Manager

Uplifted Service Stack for Mobile Integrations: A key partner was facing significant issues on the Lithium Community SDK. Internally, the team had been dis-continued. I continued to provide dedicated support to the key client, and created a team to rebuild the Mobile Service stack. Worked with key client partners and internal stakeholder to deliver a roadmap for the Upgraded Android SDK and Service Stack for Mobile Integrations.

Community and Collaboration Platform as a Service: Supported the existing platform and new features, led the GDPR support in the core application.

AMAZON

May 2011 - Dec 2016

Bangalore, IN

Software Delivery Manager

Amazon Points (JP): Led a multi-year project to launch Points as a Reward payment instrument in the Amazon Wallet, across both Retail and Digital Ordering stacks, integrated directly with Accounting systems. Worked across 40+ teams, in US, Canada, JP and IN, seamlessly migrating 40MM
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customers. Used extensively for deals in Digital EBooks, supporting 7x traffic during sudden promotions. Partnered with JP Business team in building Incentives platform that used Points to provide micro-rewards across multiple dimensions: not just BOGO or category level offers, but New-To-Category, cart value deals, non-COD offers. A side-effect of the accounting reconciliation that we implemented was the discovery of significant COD-abuse that had been unnoticed. Patent application for handling multiple element arrangement considerations for digital currencies.

Built **Pay With Amazon** for India.

BRITISH TELECOM

Platform Architect, Platform Director

Jul 2007 - Apr 2011

Bangalore, IN

Platform Director, *Network Performance Reporting Platform*

Platform Architect of the Trouble Management workflow platform: Managed key systems in TMW across BT Global Services, BT Wholesale, BT Retail and OpenReach. Responsible for the Trouble-To-Resolve architecture with partners from sister platforms. (In this role, I managed large workforces across out-sourced partners, and was responsible for the architecture, system design and delivery for platform systems, delivered across partners.

SKILLS

Delivery of large, complex problems across domains. Launched micro-payments and incentive platforms across Digital and Retail ordering stacks at Amazon. Built Google scale infrastructure platforms. Replaced legacy Payment integration stack for complete Google Workspace business.

Hands on technical leadership in Design, Build, Delivery. Designed Incentives platform for Amazon JP, launched in IN Marketplace. Replaced legacy mobile stack at Lithium, saving the largest client. Lead Google teams in development of new platforms.

OKR Setting, Tracking & Delivery. Set stretch OKRs for team, delivering incremental business value. Fortnightly status reports maintained for stakeholder engagement.

Cross Team Partnership and Collaboration. worked with teams across timezones and geographies for multiple large scale projects.

People Manager since 2006. Attracted and retained talent during challenging periods, mentored and grew team members into team leaders. Experience leading small focused team of engineers/architects, as well as leading large groups of engineers in definition and delivery of large complex problems. Experience of delivering through large out-sourced teams.

AWARDS

Accounting Solutions for Virtual Currency

Patent Application At Amazon, 2015

An accounting solution addressing Multiple Element Arrangement constraints for virtual currencies. Amazon finally decided not to file the patent, recording the application and awarding the internal Patent Recognition.

EDUCATION

Indian Institute of Technology, Bombay
B.Tech.(Chemical Engg.)

1995

Mumbai, Maharashtra, IN