

Manik Grover

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Seasoned Technology Leader with 20+ years in Software Product Development; adept in Technology Management, Team leadership and Agile project delivery. Skilled in high-performance, distributed, SOA/Microservices-based systems across diverse domains like AdTech, Payments Fraud, eCommerce, VoIP, and Capital Markets. Proficient in Java, Python, REST, RDBMS, NoSQL, and AWS. Open for both domestic and international opportunities, willing to relocate, and available to start immediately.

WORK EXPERIENCE

Director (Manager II) - NAB India Innovation Center - Gurgaon - 07/2023 to 10/2023

- Headed India-based teams driving innovative advancements in International Payments, Trade and Working Capital. These teams were integral to the Transaction Banking and Enterprise Payments (TBEP) group, operating under the Corporate and Institutional Banking (C&IB) vertical.
- Operated a cross-functional team of Dev, SDET, QA, DevOps, and Application Support engineers, strategising and executing plans to meet evolving industry demands, while also ensuring seamless operations and rigorous adherence to compliance & regulatory requirements.

Founder Director - Atishri Technologies Pvt. Ltd. - New Delhi - 11/2019 to 06/2023

- Spearheaded the development of a comprehensive multi-tenant SaaS product encompassing CRM, Sales, Order management, and Mini ERP functionalities.
- Delivered services in Travel eCommerce, Order management and Secure document management, aligned with client requirements.
- Worked in several capacities within a small-scale setup, including hands-on engineering contributions, team building, market analysis, defining product vision and roadmap, implementing Scrum, and corporate compliance.

Engineering Manager - Expedia - Gurgaon - 09/2015 to 10/2018

Risk (Fraud & Security):

- Expanded the Risk group in India, accomplishing team growth from 10 to 40+ members, encompassing Dev, QA, and DevOps functions. Managed leadership roles including Technical Program Manager (TPM), Engineering Manager (EM), and an Architect.
- Coordinated the efforts of Dev, QA, and DevOps functions across 5 pods, strategically operating across both Payments Fraud and Enterprise Security Monitoring platforms.
- Engineered and owned critical subsystems within the Payment Fraud platform, implementing a state-of-the-art system crucial for minimising losses due to chargebacks across Expedia's global brands, while prioritising an optimal customer checkout experience.
- Managed pods dedicated to build and launch an Enterprise Security monitoring platform, empowering Security Operations Center (SOC) analysts to preemptively identify, investigate, and respond to cybersecurity threats.

Global Retail:

- Collaborated closely with multiple technology teams to implement and roll-out regional features for APAC & EMEA as Test and Learns into Expedia's global eCommerce platform.
- Directed India-based Full-Time Employees (FTEs) and vendor teams.

- Spearheaded the setup, integration and troubleshooting of a retargeting system for Hotels in collaboration with Bing Search, enhancing Expedia's advertising capabilities, reach and conversion

Director Engineering - Knowlarity Communications - Gurgaon - 12/2014 to 05/2015

- Directed the Interactive Voice Response (IVR) platform at Knowlarity, facilitating the creation of customised IVRs tailored for clients. This was a versatile self-serve platform utilised by Operations teams for diverse purposes, including typical inbound IVRs, bulk outbound calling campaigns, missed call voting, emergency response systems, and facilitating conferencing functionalities.

Engineering Manager - Vdopia Inc - Gurgaon - 11/2013 to 06/2014

- Led the Data & Analytics team responsible for managing the data aggregation pipeline, pivotal in powering internal and external reporting, and driving retargeting campaigns.
- Conceptualised and Engineered a system to regulate Ad delivery by implementing throttling mechanisms for campaign budget and pacing, optimising campaign performance and accuracy.

Software Development Manager - Expedia - Gurgaon - 11/2012 to 10/2013

- Oversaw the growth of the Global Payments team in India from 8 to 20+ members, organised into 2 pods/squads. These teams focused on innovations within the Stored Value and Coupons areas, respectively.
- Orchestrated the development and roll-out of a critical microservice for Stored Value, and migration of loyalty points and gift cards on it.
- Designed and developed a payment gateway service for facilitating Pay-with-Points transactions via pluggable adapters designed for internal and external point banks.
- Supervised the in-sourcing and development of a specialised Coupons administration tool, utilised by Marketing teams to create, manage and set up rule-based restrictions for online discount coupons.

Engineering Manager - Yahoo Inc - Bangalore - 04/2008 to 11/2012

- Contributed to Yahoo!'s Advertising Products group, working across search engine marketing (SEM) and display advertising domains.
- Worked on Yahoo! Panama, the No. 2 SEM engine globally, enhancing demand-side systems for campaign management and ad targeting.
- Contributed to the development of a proprietary system facilitating the migration of advertising data between Microsoft and Yahoo! as part of the Microsoft-Yahoo! Search Alliance collaboration.
- Led a team on Yahoo! APT demand-side, innovating in display advertising/Video ads domain.
- Managed both Full-Time Employees (FTEs) and vendor teams during these projects.

Lead Software Engineer - FMR (Fidelity Investments) - Gurgaon - 12/2004 to 02/2008

- Contributed to Fidelity's Capital Markets technology team focusing on Equity systems. Developed and maintained critical systems for order management, routing, direct market access, trade settlement, and connectivity utilising the FIX protocol.
- Innovated a modern, extensible, rules-based order routing system to enhance efficiency, flexibility and speed within the trading environment.
- Worked onsite in Boston, US for a duration of 1 year as part of the Capital Markets technology team.

Software Test Engineer - Microsoft Corporation - Hyderabad - 08/2004 to 11/2004

System Analyst - VCustomer India Pvt Ltd - New Delhi - 07/2003 to 08/2004

Associate (Technology) - Publicis Sapient - Gurgaon - 02/2003 to 07/2003

Sr. Software Engineer - Unitech Software Solutions - New Delhi - 04/2002 to 01/2003

Software Engineer - Epistemic Technologies Pvt Ltd - Delhi - 11/2001 to 04/2002

Software Engineer - GTL Limited (Thermax Software) - Pune - 09/2000 to 11/2001

EDUCATION

PG Diploma in Advanced Computing, CDAC, 2000 - 2000

BE (Telecommunication), Bangalore University, 1995-1999

SKILLS

- **Team management:** Led cross-functional teams of up to 40+ members, overseeing Dev, Quality Assurance (QA), and DevOps, inclusive of leaders (EM, TPM, Architect). Proficient in performance management methodologies: SMART goal setting, KRAs, measurable KPIs, 1-on-1s, mentoring, and varied review processes (bell curve, 9-box grid, 360° feedback, matrix org), along with handling appraisals and compensation reviews. Managed outsourcing relationships, including both offshore and on-site vendor management
- **Project Management:** Extensive experience of 10+ yrs championing Agile methodologies, particularly Scrum. Proficient in Scrum Master & Product Owner roles, conducting team training on Scrum principles. Proficiently managed day-to-day business operations (BAU). Hands-on involvement in user story creation, backlog grooming, prioritisation, sprint planning, story-point estimation, conducting standups, removing impediments, risk management and mitigation, resource allocation, budgeting, retrospectives, demos, and tracking team velocity. Previous exposure to waterfall methodologies earlier in my career.
- **Technology Architecture:** Extensive hands-on expertise in designing and developing high-throughput, low-latency, and scalable distributed systems, utilising Service Oriented Architecture (SOA)-based technical architecture. Proficient in designing resilient back-end systems and REST-based microservices. Extensive involvement in scaling and managing SaaS-based systems, with exposure to containerization technologies like Docker and Kubernetes. Skilled in working with cloud-native, on-premise, and hybrid (multi-data center) systems operating across various High Availability modes. Achieved phased migration of systems to the cloud, including data reconciliation processes.
- **Tech Stack:** Java/J2EE, Spring Boot, Python, Django, DRF, Cloud computing (AWS), RDBMS (MySQL, Oracle), NoSQL (Redis, ElasticSearch, MongoDB etc.), JavaScript, CSS, React.js.
- **Soft Skills:** Leadership, Communication, Team Building (community, culture, collaboration, trust, motivation, recognition, growth), Strategic Planning, Analytical Decision making, Conflict resolution, Adaptability, Risk management, Problem-Solving, Negotiation, Influencing, Time management, Stakeholder management, Delegation, Transparency, Process improvement.
- **Product Lifecycle Management:** Extensive experience managing software product development lifecycle, SDLC, technical debt and defect backlog utilising agile methodologies/Scrum and Jira.
- **Technology and Health Management:** Oversaw technology aspects and health/hygiene of owned products as an Engineering Manager. Established and monitored processes for code reviews, Git/Subversion branch management, TDD, test automation (JUnit), mock testing (Mockito), functional and non-functional testing (JMeter), test coverage (Cobertura), code vulnerability assessment, documentation, Continuous Integration/Continuous Deployment (CD/CD via Jenkins), containerization (Docker, K8s), monitoring, visualisation, and alerting (Splunk, LogStash, Kibana, ELK). Proactively identified and implemented process optimizations and technical enhancements, resulting in cost savings, heightened operational efficiency, enhanced product performance, and increased team productivity across diverse domains.
- **Operations:** Enabled Level 3 application support for critical global systems, based on a follow-the-sun model. Implemented best practices, including the creation of operational runbooks, monitoring dashboards with visualisation, alerting setup, and end-to-end transaction tracing capability. Actively participated in weekly

operations meetings, reviewed ops reports tracking top percentile (TP) performance metrics and root cause analysis (RCA) for incidents utilising the Five Whys technique.

- **Talent Acquisition and Team Building:** Extensive involvement in hiring, establishing teams from inception, overseeing their growth and leadership development within the teams. Collaborated with internal stakeholders and external partners, including vendors/consultants, throughout the recruitment cycle, from crafting job descriptions, sourcing, and screening to designing coding/test-based assessments, organising hiring events, and conducting in-person interviews. Proficient in conducting technical, managerial, and behavioural interviews for both individual contributors and managerial roles.
- **Global Collaboration and Stakeholder Engagement:** Extensively collaborated with teams based in the US, including a one-year onsite engagement. Partnered closely with teams in the UK, APAC, and AU, managing stakeholders across regions and traveling for business meetings.

PUBLICATIONS

- Authored the [book](#) Embracing Technology (BPB Publications, 2021)
- Filed patent “Checking Cap(acity) Limits” for Yahoo Inc (2010)