█████████████
Email: ████████@█████████, Cell/Mobile: ███-███-████
Address: █████████████████████████

Overview:

Mr. ██████ is a charismatic product and technology leader with extensive experience in engineering, architecture and support of complex software and systems. Mr. ██████ possesses a solid background in building and running scalable commerce, customer services, fraud, billing, payments, Big Data, and retail enterprise systems. Mr. ██████ is an experienced Executive and has led large globally distributed technology and support teams focused on delivering tangible business value.

Education:

- Masters Degree, Engineering, Stanford University, 6/94 (GPA 3.6)
- Bachelor of Science, Engineering, California Institute of Technology 6/89 (GPA 3.9)
- Bachelor of Arts, Physics and Economics, 6/89, with High Honors

Experience:

Senior Director, Global Solutions Services – Technology, eBay Inc.   10/16/2001 - present

- Since April 2011, key technology leader for all aspects for the Global Solutions Services, Technology (GSS) group – including Architecture, Platform Product management, Engineering, Quality & Performance engineering, Data warehouse, Business Intelligence & Reporting and end-member Online Support functions including site-based help systems. Created the Business Network Operations Center strategy (BizNOC) and a physical real-time business-monitoring center. Currently leading the separation of eBay and PayPal from a Customers Services tools and technology perspective. This is an ambitious, multi-million dollar, time bound program that entails separating the tools and processes of the two companies as they relate to Customer Services.

- Since October 2009, led the Enterprise Applications group within GSS. Drove the development of one of the most complex programs within Customer Service in overhauling core capabilities and setting the foundation for "Service Excellence" – including integration of a centralized case management system and multi-channel integration. Recruited top industry talent and built a lean technology organization while simultaneously developing a solid offshore and outsource engineering partner strategy. The return-on-investment (ROI) for the program is paying dividends at a $50MM savings over a seven year period in Customer Services. Implemented a unique Zero Down Time (ZDT) approach to upgrade the global CRM application without impacting the end users, with a focus on highest levels of availability for all the technology components in the data center along with a complete Disaster Recovery solution in place.

- Prior to the CSTS organization held various technology management leadership roles in the eBay Market Places Technology organization. Experienced in strategic areas such as fraud systems and security, billing and payment processing and customer services engineering. Earlier, led the eBay work-streams for another significant effort to overhaul the billing capabilities for ebay MP. In the fraud detection areas, led the technology teams focused on providing real-time data to a *predictive analytics* engine with hundreds of variables and enabled superior detection and automatic handling of account problems such as account take-overs, and other fraud schemes.

Vice-President Engineering, Bluelight.com   01/00 to 09/01

- Built a world-class engineering, and 7x24x365 technology operations organization from scratch to develop and sustain a scalable retail Internet E-Business platform along with all operational support systems (ERP, CRM & Analytics). Managed the development efforts, vendor/partner selection process for the various technologies stacks to support the business goals for a scalable fully integrated E-Commerce web site. Worked directly with the CEO and other executives to ensure that the technology dimension of the business strategy for Bluelight.com was executed flawlessly. Additionally, ran the Information Technology organization and ensured a fully secure, compliant internal desktop and corporate infrastructure for Bluelight.com from the start.
- See link and interview to an InfoWorld article for additional background on Bluelight.com:
  http://books.google.com/books?id=Ez8EAAAAMBAJ&pg=PT31&lpg=PT31&dq=Ghufran+Ahmed+Bluelight&source=bl&ots=50cKAhOKIv&sig=2W-0aHoW9ggzBC0kbXN29sEYerU&hl=en#v=onepage&q=Ghufran%20Ahmed%20Bluelight&f=false

Practice Director, **Annams Systems Corporation**   7/98 to 1/00
- Led an engineering team to build a customized Internet-based E-Commerce application. Also managed the associated development and support of an Order Management and Invoice application. Managed client expectations and project scope. Directing all aspects of product requirements and technical development.
- Performed extensive data modeling and developed the design for the most complex aspects of these applications. Performed hands-on technical performance architecture reviews across the application tier – front-end, middleware and database.

Senior Architectural Engineer, Microsoft Corporation   7/95 to 6/98
- First as Senior Architectural Engineer and then as a Principal Consultant accelerated the adoption of Microsoft's enterprise products by working with key customers and Solution Developers.
- Closely worked with the SQL Server and transaction systems product teams in Redmond, Washington to drive scalability improvements in the Microsoft database platform. Participated in Very Large Database conferences and industry forums and drove critical feature priorities in the database and middle-ware systems.

Systems Architect & Development Manager, **Sun Microsystems**   7/92 to 6/95
- As the Systems Architect and Development Manager led many internal Channels management applications. Managed a variety of development activities that involved database and application platforms, user interface design, integration services (Sybase, Oracle/Financials, mainframe) and object-oriented technologies.
- Pioneered the usage of middle-ware technologies to create loosely coupled applications with a publish/subscribe paradigm. Developed a highly tuned C++ application that near realtime replicated shared data consistently across multiple domain databases.

Senior Consultant, Oracle Corporation   8/89 to 6/92
- Worked closely with major Oracle clients to analyze and develop solutions for business problems using data modeling and functional requirements decomposition.
- Performed and tuned massive database systems for large clients in the utilities, telecommunications and banking industries.

Interests:
- Leadership development, community and global outreach
- Data mining, machine learning, data systems and databases (e.g. Oracle, Teradata, Exadata)
- Chess (High School chess champion), squash, tennis, golf, and travel

Other:
- Recipient for EBay's Inventor Award for a Patent on the eBay's Real-Time seller promotions System.
- Published paper on correlation of marine mammal navigation and Earth's magnetic anomalies
- Speaker, Keynote and Panelist at many industry events such as Oracle Open World, Gartner etc.