Sumeet Jain [in]

Product-focused engineering leader, educator, and speaker with 17 years of experience, passionate about building diverse and effective teams, shipping high-leverage products, and scaling engineering organizations.

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◦ Engineering Manager

STRIPE, SAN FRANCISCO, CA (Financial Cloud Infrastructure – Revenue $7.4B)   May 2021-Present

Built the *Merchant Health Experience ("MHE")* team from the ground up by conducting user research, defining short and long term roadmaps, crafting initial technical design, and sourcing and hiring every engineer on the team. Responsible for incident tooling, service monitoring, and customer health reporting for Stripe's top enterprise users.

Defined and implemented Stripe's new iteration of incident management and communications, coordinating systems across multiple teams including Reliability Engineering, Observability Infrastructure, Messaging, Incident Operations, Technical Account Management, and Enterprise Support. Resulted in a 25x reduction in time-to-notify Stripe's enterprise users when payments infrastructure was degraded. Raised internal CSAT scores for incident tooling from 3.0 to 4.0 within 1 quarter of shipping the new platform.

Developed and staffed a cross-functional program to improve the accuracy and reliability of monitoring across Stripe's critical services. Secured funding to embed a data scientist onto the team to guide a reformulation of alerting logic and prioritized a migration to Prometheus for more robust metrics querying. Resulted in higher accuracy of alerts (+5pp), incident recall (+4pp), and time-to-detect (-35pp, p50) within 6 months.

Maintained high degrees of clarity, velocity, and accountability through coaching, fostering direct connections to our customers and stakeholders, and light-weight technical documentation and project management practices. Sent monthly newsletters and more-regular product announcements to relevant groups and stakeholders. Organized the team's work around "pre-shipped" emails, which focused the deliverable and empowered engineers to make tradeoff decisions about scope.

Hired and retained exceptional and diverse engineering talent (including directly into senior/lead roles). I care deeply about building equitable organizations, so I have worked hard to develop a network from which I sourced candidates, and conducted informal chats to remove obstacles from the candidate's path to applying for the job. I also ensured the team they are being hired into is a safe and inclusive place that sets them up for success. At Stripe, the team I hired was known to be high-performing, delivered large-scale infrastructure and tooling projects, provided empathetic and thorough support to our customers, and happened to be 75% comprised of people from historically underrepresented groups. The team has a 100% retention rate after ~1.5 years (the entire lifetime of the team so far).

◦ Sr. Engineering Manager

BOX, REDWOOD CITY, CA (Enterprise Cloud Content Management – Revenue $760M)   2018-2021

Managing 3 teams totaling 15 engineers responsible for content creation and collaboration products, serving up to 1M daily active users, including Box Notes (real-time collaborative editing), Tasks, Notification Center, and Uploads.

Coordinated the largest legacy migration effort at the company, modernizing Box Notes with a new front-end framework, data layer, data infra, and stateful architecture resulting in 300+ bug fixes, 80% reduction in maintenance and oncall time, elimination of several recurring customer reported issue streams, and huge uplift to team morale.

Hired exceptional engineering talent, including senior and staff engineers. Contributed to career frameworks and processes by building templates for evaluating progress and clarifying leveling requirements. Helped engineers navigate career frameworks, including collaborating on multiple successful promotion cases to Staff Engineer.

Collaborated on and championed a Diversity, Equity, and Inclusivity initiative for the department, resulting in 2x under-represented minorities applying to Box and greater transparency and accountability to future DEI campaigns.

Fostered a culture of growth and collaboration by introducing tech talks for reviewing complex Pull Requests resulting in a comprehensive Code Review Guide, training on pair programming, mentorship programs, and "Build Days" hackathon that cross-pollinated teams and shipped highly requested enhancements across the web application.

◦ Sr. Engineering Manager

UNABRIDGED SOFTWARE, OMAHA, NE (Web Solutions Consultancy)   2017-2018

Defined procedures and tooling and led related workshops for coding standards, interviews, onboarding procedures, and knowledge sharing to set up a period of rapid growth at two engineering locations in different regions.

Built a second revenue stream for the consultancy in advising on engineering leadership and operations, with specific focus on auditing and improving existing interview processes, and creating high-leverage documentation.

Presented at [RailsConf](#) and Code Climate Summit on tactics for improving mentorship, onboarding.

◦ Educator, Engineering Manager

OMAHA CODE SCHOOL, OMAHA, NE (Accelerated Coding School)   2013-2017

Launched regional coding school. Personally interviewed 400+ candidates, trained ~70 graduates in full-stack web development, and advised 40+ employers on hiring, onboarding, inclusivity, and engineering retention.

Managed 2-3 scrum teams of graduates working on client projects over 4 years, during which I trained 10 apprentices each of whom grew into a leading mentor in their local tech community.

Organized community initiatives, including summer camp for low-income teens to learn coding, professional meetup specifically for emerging developers to gain confidence, and grant application for federal Tech Hire program.

◦ Founder, Principal Engineer

BIG WHEEL BRIGADE, OMAHA, NE (Web Solutions Consultancy)   2011-2017

Led development & maintenance of Ruby on Rails and WordPress applications, including data layer work for project with 700K active users. Trained new employees and held regular one-on-ones for skill development and career growth.

Hired and mentored an outstanding, diverse team of software developers, ranging over time to be 75-100% comprised of people from underrepresented groups, including across various intersections. Supported growth of my engineers by empowering them to own projects, interface directly with the client, with my guidance on the backend to unblock, create clarity, and help mitigate imposter syndrome.

◦ Full Stack Engineer, Tech Lead

VARIED PROFESSIONAL EXPERIENCE   2005-2011

From 2005-2011, I worked in various capacities around Silicon Valley. After Intel, where I was a front-end lead, I worked as a full-stack developer and consulted off and on for small tech firms and interactive design agencies.

References available at https://www.sumeetjain.com/resume.