

Shunmugavel Mariappan

Engineering Director | Enterprise SaaS | AI/ML Platforms | Built To Order

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PROFESSIONAL SUMMARY

Engineering Director with 19 years of experience and a track record of building AI-first platforms before they were mainstream. At Verizon, deployed ML-driven dispatch automation for 20,000+ field technicians — achieving 80% scheduling automation years ahead of industry adoption. At Trimble, scaled a \$10M ARR product to \$16M by leading platform modernization, new product launches, and customer expansion — while growing the engineering org 500% and sustaining a 92% talent retention rate. Operates as a strategic P&L partner to Product, Sales, and C-suite stakeholders; translates commercial opportunity into multi-year technical roadmaps that ship.

CAREER IMPACT AT A GLANCE

\$10M → \$16M
ARR Grown

5 → 30+
Engineers
Org Scaled

92%
Talent Retention

80% Dispatch
AI Automation

CORE COMPETENCIES

- Executive Leadership & Org Design
- Multi-Cloud (AWS, Azure, GCP) Certified
- STO & Agile Transformation
- Agentic AI & ML Platforms
- 0-to-1 Product & Platform Delivery
- FinOps & Cloud Economics
- P&L & Portfolio Management
- OKR / KPI & DORA Metrics
- Global Engineering Governance

WORK EXPERIENCE

Trimble Inc. | Engineering Director

Oct 2018 – Present • Chennai, India

Industrial technology company serving 150+ countries | \$5B annual revenue

- **Revenue Impact:** Drove ARR growth from \$10M to \$16M (60% growth) over six years by leading three parallel levers: platform modernization that cut release cycle time by 25%, launch of net-new product lines in the transportation/supply chain domain, and expanded enterprise customer adoption across the Industry Cloud Platform.
- **Org Scaling:** Scaled the engineering org from 5 to 30+ direct reports (500+ site-level representation) using a Single-Threaded Ownership (STO) model — maintaining a 92% talent retention rate and improving development velocity by 40% through AI-driven engineering practices.
- **Platform Leadership:** Pioneered the company's Industry Cloud Platform from concept to cross-org adoption: defined architectural standards, automated data workflows, and established API patterns designed for Agentic AI readiness across multiple product lines.
- **Executive Partnership:** Acted as a strategic P&L partner to Product and Business leadership; translated customer requirements into a multi-year technical roadmap and represented engineering in C-suite planning forums as a member of the Engineering Council.

- **AI/ML Strategy:** Championed AI/ML adoption across the portfolio — collaborating with product and COE teams to embed AI-driven practices that measurably improved development cycle time and product quality.

Verizon | Technical Manager

Dec 2006 – Oct 2018 • Chennai, India

Largest US telecom | \$134B revenue | Fortune 500 #13

- **Signature AI Achievement:** Engineered and deployed an ML-driven dispatch system optimizing logistics for 20,000+ field technicians and 50,000 daily jobs — achieving 80% scheduling automation (up from 34%) and reducing manual scheduling time by 30%. Built years before AI became a boardroom priority.
- **Technical Leadership:** Directed end-to-end architecture and delivery for a portfolio of high-availability, data-intensive dispatch systems — demonstrating early, production-grade expertise in AI-first product delivery.
- **Product Delivery:** Led entrepreneurial delivery of 5 web applications and 1 mobile app from concept to launch, automating key operational workflows and directly contributing to field efficiency gains across the business.
- **Org Leadership & Growth:** Built and led a 70+ member engineering organization at Verizon — spanning direct reports and vendor SOW teams — progressing through 4 promotions over 12 years to Technical Manager. Selected for the Verizon Leadership Pipeline program, demonstrating consistent recognition as a high-potential engineering leader well before moving into Director-level roles at Trimble.

TECHNICAL PROFICIENCIES

Languages & Architecture: Java, Spring Boot, Python, C#, JavaScript (Angular) | Microservices, Distributed Systems, Event-Driven, SaaS, Mobile

Cloud & DevOps: AWS, Azure, GCP (Multi-Cloud Certified) | Docker, Kubernetes, CI/CD, Terraform, Security

AI/ML & Data: LLMs, LangChain, Agentic AI (N8N), Vector DBs, Cursor | PostgreSQL, MongoDB, Kafka

LEADERSHIP DEVELOPMENT

Verizon Leadership Pipeline • Trimble Leadership Circles • AMCHAM Global Leadership • India Engineering Council (IEC) Representative — 500+ engineers

EDUCATION

Master Of Computer Applications