

TAMIL SELVAN RAMAN SUBRAMANIAM

Senior Engineering Manager | Platform & Product Engineering

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Summary

Senior Engineering Manager with 14+ years of experience leading platform and product engineering teams across SaaS, FinTech, and AdTech. I specialize in building execution systems that improve predictability, reduce operational load, and scale customer-facing platforms. In recent years, my focus has expanded to org-level engagement and motivation, cost optimization, and contributing inputs to product and business strategy, while growing senior engineers and leaders in distributed teams.

Experience

Atlassian

Senior Engineering Manager

Remote

09/2024 - Present

A leading software company that specializes in collaboration and productivity tools

- Lead engineering teams in the Jira Work Item domain, owning customer-facing experiences with a focus on execution predictability and operational excellence.
- Increasingly operates at org scale, focusing on engagement, motivation, cost optimization, and strategic inputs beyond quarter-level execution.
- Drove a cross-functional initiative to run 10 product experiments under the "Make Jira Easy" theme to support Jira's expansion into non-technical teams; 6 experiments progressed to GA within 6 months.
- Established experimentation ways of working across distributed teams, including tooling, training, and quality guardrails to support rapid iteration without post-launch instability.
- Took ownership of Run-the-Business optimization of Work Item Org (70+ Engg), exceeding a 10% cost-reduction goal to achieve approximately 20%, while improving support SLA attainment from 65% to 100%.

Razorpay

Senior Engineering Manager

Bengaluru, India

12/2021 - 09/2024

A leading financial services company offering payment solutions

- Led Merchant Experience and platform engineering teams for Razorpay's largest revenue-generating offerings in a high-growth fintech environment. Leans into business ownership by aligning engineering investments with customer impact, cost efficiency, and long-term platform health.
- Spearheaded Razorpay One, unifying core payment products and four acquisitions (Curlec, Poshvine, Ezetap, BillMe) into a single merchant experience to increase revenue per customer and reduce churn.
- Drove onboarding of all products onto a unified Online Payments experience stack, standardizing self-serve, support, and operational workflows across web and mobile.
- Co-owned a cost-efficiency initiative that reduced the Merchant Support Index by 50% (2.4 → 1.2) through self-serve resolutions, AI-assisted support, and tooling consolidation.
- Enabled recovery of approximately 100 support contractor seats while maintaining support experience and SLA guardrails.

Media.net

Engineering Manager

Bengaluru, India

05/2011 - 12/2021

A global online advertising technology company

- Progressed from individual contributor to engineering leadership roles, building and scaling large-scale ad-serving and programmatic advertising platforms.
- Built and scaled the Programmatic Supply Side Platform from the ground up, growing the team from 3 to 35 engineers and delivering solutions generating approximately \$100M and \$25M in monthly gross revenue.
- Scaled the ad-serving platform from 200K to 200M impressions per day using a CDN-enabled, cloud-native architecture with sub-300ms response times.
- Played a key role in establishing and scaling the Bangalore Development Center, growing it from a single engineer to an organization of 100+ engineers.
- Improved deployment reliability and velocity through CI pipelines and container-based release workflows.

Education

Anna University Chennai

Bachelor of Engineering (BE)

Chennai, India

07/2007 - 05/2011

Skills

Leadership: Org Design • Coaching & Mentorship • Cross-functional Leadership

Platforms: Large-Scale Distributed Systems • Platform Engineering • Reliability & Operations

Product & Execution: Experimentation • Strategy • Project/Program Management • Cost Optimization