# Amal George Thomas

Engineering Manager at Chargebee

10+ years of experience


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## Summary


Engineering Manager at Chargebee, building checkout and payment collection experiences for people and AI agents. My work spans customer experiences, backend subscription systems, and data analytics.

I build interdisciplinary teams of polyglot engineers and product builders, with a focus on customer understanding, technical judgment, and ownership from architecture through delivery.

Over 10 years, my work has grown from mobile applications and connected-vehicle data platforms to payment products used by thousands of merchants. I remain hands-on with architecture while developing engineers into independent technical leaders.


## Skills

- Engineering leadership: team development, coaching, and independent technical ownership.
- Product engineering: translating merchant needs into checkout and payment experiences.
- Payment platforms: hosted checkout, embedded payment collection, and reusable frameworks.
- Systems architecture: customer journeys, backend services, and subscription workflows.
- Cross-functional delivery: aligning Product, Design, Payments, and engineering teams.
- Engineering judgment: balancing customer outcomes, reliability, and delivery risk.

## Focus

Agent-ready commerce: checkout and payment collection experiences for AI agents.

Payment experiences: helping merchants embed payments into their own products.

Product teams: interdisciplinary engineering across customer experiences, backend, and data.

Leadership depth: growing technical owners who can make decisions and deliver independently.

## Professional Experience

chargebee

### Engineering Manager

February 2021 - Present

Hosted Pages, Chargebee

Chargebee builds billing and monetization infrastructure for global businesses. Named a Leader in the 2026 Gartner Magic Quadrant for Recurring Billing Applications for the third consecutive year.

Lead the Hosted Pages team, building the next generation of checkout and payment collection experiences for people and AI agents. The team spans customer experiences, backend subscription systems, and data analytics.

- Build and scale a high-performing, interdisciplinary team of polyglot engineers and product builders, developing independent technical leaders who own outcomes from architecture through delivery.
- Shape the technical direction of agent-ready checkout and payment collection, bringing merchant needs and subscription workflows into the design of new payment experiences.
- Built the checkout experience from the ground up, used by 6,000 merchants to process millions of dollars in revenue.
- Led development of Payment Components and its underlying framework, giving merchants the flexibility to embed payment collection into their own product experiences.

### Software Engineer II

November 2018 - February 2021

Connected Cars and Mobility Services, Nissan Digital

Nissan Digital is the IS/IT division of Nissan Motor Corporation, a global automotive OEM and the world's largest EV manufacturer. At Nissan Digital, we were mostly designing and building modern data pipelines using cloud and big data technologies. I've built and contributed to the connected vehicle platform for accepting streaming data from equipped cars, aggregating and transforming them and passed on to consumers, in realtime. Used my experience as a native Android developer to act as a developer advocate for several initiatives at Nissan.

- Built a high-performance data migration utility from scratch to migrate high volume data to several consumers.
- Enhanced factory feed systems to enable them to identify vehicles that are ready to be activated with next-gen capabilities. Built messaging and REST interfaces for integration by consumers for the data.
- Acted as an android developer advocate for building an android app for enterprise-owned single-purpose kiosk devices.
- Built and contributed to the Connected Vehicle platform for the TCU equipped cars where the streaming connected vehicle data is processed and passed on to various consumers in real-time. Built several consumers applications where the connected vehicle information is ingested from the platform, processed with various business rules and provided to various regions. Other significant contributions include performance testing for microservices and data lakes, and a business rule execution engine to enable consumer-tailored data delivery.

### Software Engineer

July 2016 - September 2018

Mobility Analytics, Flytxt BV

Flytxt is a Netherlands based global customer engagement solutions provider, harnessing the power of AI for analysing big-data, to derive actionable insights by predicting user needs so as to respond in real-time. I Handled development and management secure mobile applications, for telecom self-care applications, with over million downloads, used by diverse international audiences, for clients such as Safaricom, Ooredoo, Airtel Africa, Ncell and Vodafone.

- Developed and managed telecom self-care applications with vast user bases such as mySafaricom, myOoredoo, Airtel Care and myNcell.
- Developed an integrated mobile customer service management platform for large scale consumers.
- Actively monitoring user feedback and app usage trends to improve product quality and to drive satisfactory issue resolution.
- Pitching app concepts to non-technical decision-makers.
- Introducing the latest programming principles and design patterns to the existing code base to adapt to the ever-changing app ecosystem.

## Education

### Bachelor of Technology in Computer Science and Engineering
2012 - 2016

Vimal Jyothi Engineering College, Kannur

*Completed Bachelor of Technology in Computer Science at Vimal Jyothi Engineering College, Kerala with GPA 65%.*

### Higher Secondary Examination (DHSC)
2010 - 2012

Rajagiri Higher Secondary School, Kalamassery

*Completed Senior Secondary Education in Computer Science with an aggregate of 75% for DHSC.*

### Secondary School Leaving Certificate (SSLC)
2000 - 2010

Rani Jai Higher Secondary, Koothuparamba

*Completed Secondary School Leaving Certificate course with an aggregate of 88% for State Syllabus.*

## Approach

- Develop independent owners through coaching and progressively broader responsibility.
- Start with customer needs and make technical trade-offs explicit.
- Build alignment across teams with clear decisions, context, and accountability.
- Stay hands-on where architectural complexity or delivery risk warrants it.
- Create room for continuous learning and work across disciplines.

## Achievements

- Actively contributed to Nissan's Connected Vehicle Platform, Gamma, which won the best product spotlight award 2020.
- Winner at website development contest organized by IEEE Industry Applications Society. Secured 3rd prize globally and was awarded at IEEE IAS Annual Meeting 2015 held at Dallas, USA.
- Finalist of Techunt 2013 – India's 1st talent hunt for Entrepreneurship Competition held at Indian Institute of Technology, Bombay.
- Presented proof of concept for competitive projects at IIT Madras and IIT Bombay.
- Founded and ran an active IEEE Computer Society Student Chapter at Institute.
- Institute Union Magazine Editor.
- Won prizes in national level technical festivals for quizzes, designing and robotics events.