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Top Skills

Software Development

Software Engineering

Leadership

Honors-Awards

Inaugural Winner of PayPal's
Champion Award Honoring John
Donahoe

Publications

How SREs Found More than \$100
Million Using Failed Customer
Interactions

For Security at Scale, PayPal Bets
on DevSecOps

DevSecOps and the cyber
imperative Elevating, embedding,
and evolving your risk response

Wes Hummel

Vice President, Site Reliability Engineering at PayPal (Infrastructure,
Operations, and SRE)

Scottsdale, Arizona

Summary

Customer-focused technology leader with significant experience in software development, site reliability engineering, infrastructure, operations, and leadership. Proven ability to successfully grow and lead individuals and global teams which deliver high-quality software and solutions against aggressive deadlines. Passionate about quality, people development, strong team culture, and building great teams.

I currently lead PayPal's Site Reliability Engineering (SRE) organization. SRE creates the vision and strategic direction of PayPal's infrastructure and operations as we scale for the next decade and beyond. Our emphasis is on security, availability, quality, enablement, modernization, and efficiency. SRE delivers a seamless, reliable, resilient and agile infrastructure for all applications to PayPal's internal engineering community, Customer Service Operations, and 65+ offices. SRE collaborates with other technologists in PayPal to lead the way to a hybrid cloud vision and helps migrate workloads into the public cloud with seamless interoperability between private and public cloud.

The ugly, challenging, messy (both technically and culturally) problems that have existed for a long time? I love to solve those!

Areas of responsibility:

- Site and corp infrastructure, including public and private cloud
- Site monitoring and logging platform
- 24x7 site operations and disaster recovery (DR)
- Site reliability (availability, performance, and quality)
- Vulnerability, configuration, incident, problem, and change management
- SRE Product Management
- SRE Program Management

- Scottsdale site lead

Experience

PayPal

11 years 11 months

Vice President, Site Reliability Engineering at PayPal (Infrastructure, Operations, and SRE)

January 2018 - Present (2 years 3 months)

Scottsdale, AZ

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Sr. Director, Head of Site Reliability Engineering and Site Operations

April 2014 - January 2018 (3 years 10 months)

Scottsdale, Arizona

I lead PayPal's Site Reliability Engineering and Site Operations organizations: engineering organizations of over 200 globally distributed software developers, quality engineers, communication specialists, and operations engineers. Our organization is responsible for:

- Keeping our site highly available
- Triage and resolution of our most critical infrastructure and application issues
- Architecture and implementation of a new highly scalable Merchant Monitoring platform
- Building and deploying bots that detect, alert, and automatically fix site issues
- Instrumenting our flows to properly measure Failed Customer Interactions (FCIs)
- Technical communications to our merchants, customers, and internal key stakeholders
- Customer Flow Based (end-to-end) Testing
- Internal tools that enable developers to triage and solve issues quickly, reduce dev time, increase quality, and address security

Director, Head of Site Reliability Engineering

April 2012 - April 2014 (2 years 1 month)

Leveraging our existing Global Production Solutions team, the Site Reliability Engineering team was created at PayPal. Nine months after starting SRE, our team has driven the Mean Time to Resolution of PayPal's most critical application issues down by over 90%, resulting in increased customer satisfaction and ~\$20M-\$25M in saved revenue per year.

Sr. Software Development Manager - Global Production Solutions Team

March 2010 - April 2012 (2 years 2 months)

Scottsdale, AZ

Expanded the scope of the Global Production Solutions team to resolve complex production issues across Payments, Credit (Bill Me Later), and Mobile domains. Over the past three years, this team has grown from 1 individual to 80 passionate developers and technologists across the globe who solve and drive our most difficult merchant, customer, and developer issues to resolution.

Selected for PayPal's Emerging Leader Program

Software Development Manager

May 2008 - March 2010 (1 year 11 months)

Scottsdale, AZ

Led the Scottsdale Financial Systems Credit Card team. Created the Global Production Solutions team; a high-performing team solving complex production issues for our customers and merchants.

Clarity Communication Systems Inc.

Staff Software Engineer

June 2000 - May 2008 (8 years)

Scottsdale, AZ

- Designed and developed (for a major cellular carrier) a Java GUI client for Over-the-Air Activation of cell phones
- Designed and developed a fault-tolerant Oracle Active/Standby subscriber database which supports 150,000 subscribers and their associated contact lists. The resulting database provides for a highly available, low downtime (< 1 min. on failures) database for a live, hosted cellular Push-to-Talk system
- Created a code generation tool for the Graphical User Interface and command line interface for the database provisioning of all Clarity products, saving 3-4 weeks of development time each release and retaining quality and maintainability each time database tables and fields are added or removed from the system
- Designed and developed OA&M (Operations, Administration, & Maintenance) server applications and GUI clients for multiple Clarity cellular products using Java and C++
- Developed an SMS (Short Messaging Service) application for a Windows Mobile Client using C++ in Microsoft Visual Studio
- Acted as development lead of individuals in different states for several of these high-quality, time-critical Java/C/C++ telecommunications (CDMA, GSM, 3G, OTAF, PTT, Geolocation, PDE, IMS, FMC) software projects

Motorola

Software Engineer

January 1995 - June 2000 (5 years 6 months)

- Created internal software tools which saved the organization approximately \$200,000 per year
- Participated on software quality (SEI CMM) and process teams to increase software reliability and availability by implementing quality processes and coding standards
- Designed, developed, and tested complex fault tolerant telecommunication software for multiple cellular products/projects
- Created aggressive but realistic timeline estimates and work schedules for multifaceted telecommunication software projects
- Successfully led teams consisting of individuals in different states and countries
- Managed, mentored, gave work assignments and conducted annual performance reviews for 7 direct reports

Education

Arizona State University, W. P. Carey School of Business
MBA, High Technology Business

Stanford University Graduate School of Business
Executive Program in Leadership

New Mexico State University
BSEE, Electrical Engineering