

Eugene Jiang

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Summary

Accomplished **Director of Engineering** with 15+ years leading high-growth technical teams, architecting scalable SaaS platforms, and driving customer-centric innovation. Proven success in recruiting and mentoring top talent, optimizing engineering velocity, and aligning technical strategy with business objectives. Holder of 2 AI/ML automation patents, with a track record of reducing defects by **50%+** and accelerating product delivery in fast-paced startups and enterprises.

Professional Experience

Director of Software Engineer in Test

Workday | Vancouver, BC | Jul 2022 – Present

- **Scaled Engineering Teams:** Recruited and expanded SDET team from 23 to 40+ engineers, reducing attrition to **<2%** while growing 4 ICs to leadership roles.
- **Technical Leadership:** Led implementation of AI-driven test infrastructure (AIChatbot, Automated Failure Analysis), improving system reliability and development productivity
- **Velocity Optimization:** Led implementation of Next Gen Pre-Commit solutions, boosting developer productivity by **50%** and blocking **6% defective code merges**.
- **Cross-Functional Collaboration:** Partnered with Product, DevOps, and Customer Support to align QA processes with product roadmaps, accelerating feature delivery resulted in reducing **customer-reported issues by 20% YoY..**

Chief Technology Officer

CheckPay Technologies Ltd (Fintech Startup) | Vancouver, BC | Aug 2020 – Apr 2021

- **High-Growth Team Building:** Hired and led cross-functional teams (PM, Dev, DevOps, UX) to launch HelloChat v2, doubling user adoption in 2 months and achieving **589% user growth** in 4 months.
- **Scalable Architecture:** Redesigned client-side caching with Realm DB, achieving **10x performance gains** and supporting 2M+ monthly active users.
- **Agile Delivery:** Built CI/CD pipelines (CircleCI) for real-time API releases, reducing deployment cycles by **30%**.

Chief Operating Officer

CheckPay Technologies Ltd | Vancouver, BC | Jul 2019 – Aug 2020

- **Go-to-Market Leadership:** Expanded marketing distribution network by **300%**, driving rapid adoption of HelloChat.
- **Product-Market Fit:** Aligned UX/UI design with customer needs, achieving **4.8/5 app store ratings** and 85% user retention.

Senior Director of Engineering

SAP SuccessFactors | Vancouver, BC | Apr 2014 – Apr 2019

- **Technical Strategy Execution:** Drove DevOps transformation, enabling **10x faster daily builds** and reducing service tickets by **51%** via patented AI algorithms.
 - **Cross-Functional Innovation:** Collaborated with Data Science teams to integrate automation frameworks into CI/CD pipelines, cutting test execution time by **75%**.
 - **Global Scalability:** Managed a 65-person team across 5 regions, ensuring **99.9% uptime** for systems processing **670M daily transactions**.
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Education

University of Saskatchewan | Master of Science, Mechanical Engineering

Zhejiang University | Bachelor of Engineering, Thermo Science & Technology

Certifications

- Certified Scrum Master (CSM) – Scrum Alliance

Skills & Competencies

- **Product Leadership:** Strategy & Roadmaps | Lifecycle Management | Customer-Centric Design
 - **Technical Expertise:** SaaS Architecture | AI/ML Applications | DevOps/CI-CD
 - **Business Impact:** Cross-Functional Collaboration | User Adoption Growth | Scalable Team Building
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Patents

1. **Results Analysis Engine (RAE):** AI-driven algorithm for automated service ticket resolution (Patent #US9424115B2).
2. **Automatic Componentization Engine (ACE):** Framework for modular code optimization (Patent #US9898264B2).