

# EUGENE KOVSHILOVSKY

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## CHIEF TECHNOLOGY OFFICER

**Strategic Technology Leadership | Product Innovation | Technology Transformation  
Solution & System Architecture | SDLC Management | Multi-Million-Dollar Budgets | IT & Data Security  
SaaS Platform Development | Technology Consulting | Risk Management | Regulatory Compliance  
Enterprise System Planning | Change Leadership | Business Intelligence | Executive Communications**

As a high-energy leader with over 20 years of experience in software engineering across various industries such as eCommerce, Human Capital Management and Engagement, Web Hosting, FinTech, Gaming, and Information Security, I excel at creating scalable and high-quality technology solutions through a tailored, goal-driven, and sustainable application development process. My entrepreneurial spirit has earned me a reputation for finding unique and practical solutions to complex problems and delivering exceptional results. With versatility, passion, and expertise, I have thrived in various environments, from startups to large organizations.

## EXPERIENCE

### CarID.com

*A vertically integrated eCommerce that sells the most extensive assortment of EOM and after-market parts to customers.*

#### Chief Technology Officer

**Aug 2023 | Now**

Successfully navigated the company through reorganization to company growth

- **Reduced costs and increased business value** by building a pipeline of technology initiatives with a scaled-back team that could still build on features that contribute to revenue growth.
- **Diversified tech staff concentration** through hiring and training initiatives that allowed the team to expand beyond the initial concentration of team members who lived in Ukraine.
- **Reorganized technology teams and introduced project tracking and KPIs** to deliverables to better serve company stakeholders.
- **Increased conversion by 300% through key revenue-contributing feature development**, prioritizing product detail page experience with AI-driven personalization, checkout experience, and search enhancements. Scientifically determined feature prioritization through user journey, conversion lev A/B testing, and eCommerce external UI/UX research results and best practices
- **Promoted AI Initiatives** that included generative AI solutions for catalog quality improvements, NLP-powered search, a multi-layer (Bronze, Silver, Gold) data architecture adhering to MLOps best practices, and a unified Lakehouse environment consolidating siloed data marts (tied to individual microservices) for streamlined model development, deployment, and monitoring

### CarLotz

*A consignment-to-retail used vehicle marketplace with physical retail locations.*

#### Chief Technology Officer

**April 2022 | December 2022**

Successfully navigated the company to breakeven profitability through a series of initiatives in employee screening, agile planning, cost-cutting, and data-driven approaches to scalability. Restructured the engineering organization to support nearshoring and offshoring while fostering collaboration across teams. Established a technology strategy and roadmap that helped rapid growth while maintaining checks and balances that decreased risk and could support the potential shift from a 50 to a 200+ person technology organization.

- **Reduced costs and increased business value** by overseeing the spending budget for the product, technology, and cyber security team. This allowed me to increase technical resources and product

velocity without increasing the overall technology spending while improving the organization's security posture.

- **Increased scale and customer conversion by focusing on the customer** experience through iterating on product design, conducting A/B tests, and measuring outcomes.
- **Increased vehicle acquisition performance** by leading our efforts in creating an AI model more performant than the competition.
- **Led the modernization of the company's ERP, CMS, DMS, CRM, and Contact Center systems** by assessing features, capability, cost, time to implement, and support needs.
- **Led multiple technology-related M&A activities**, further demonstrating my ability to drive change and drive success in a high-pressure, fast paced environment.

### Carparts.com

*A vertically integrated eCommerce retailer with 6 distribution centers across the contiguous United States who helps the everyday driver get back on the road and strives to deliver after-market parts to their door or repair facility quickly.*

#### Senior Vice President of Software Engineering, E-Commerce

Aug 2019 | April 2022

As a seasoned technology leader, I have a proven record of driving innovation and growth. Joining the company at a crucial time when it was just months from bankruptcy and under the name U.S. Auto Parts, I helped lead the transformation to CarParts.com and steer it to double-digit, profitable growth and the highest gross profit in the company's history. My leadership of globally distributed teams across engineering, data warehousing, project management, quality control, and cloud infrastructure helped achieve a revenue of \$582.44 million in 2022, a 31.21% increase from the previous year. My experience at CarParts.com showcases my ability to drive growth, innovation, and profitability through technology initiatives and effective leadership.

- **Launched a new brand identity with a unique customer experience**, consolidating all existing websites into one and overhauling the website search technology and checkout experience, boosting site conversion from 3.5% to 4.4%.
- **Drove the technology architecture by continuing the microservices modularization and progressive web app frontend design**, focusing on usability, site performance, and Google Core Web Vitals.
- **Spearheaded a data maturity, data architecture, and technology roadmap** that could support our AI/ML efforts.
- **Restructured the teams, motivated them, and grew their expertise** by building self-sufficient teams and developing coaching, mentorship programs, knowledge shares, educational tracks, and success metrics.
- **Coordinated Order Management System enhancement efforts and oversaw the selection and migration processes for the company's ERP and CRM systems.**

### EnterpriseAlumni

*The leading Alumni Retiree Management Platform for large enterprises such as Fortune 500 companies such as SAP, Lufthansa Group, Nestlé, and P&G, who trust the platform to power their recruiting and sales efforts.*

#### Vice President, Software Engineering

Jun 2017 | Aug 2019

Took the MVP SaaS product used by only one customer to the next level, allowing the company to establish itself as a leader in the Alumni social network space.

- **Designed an effective interview and recruiting framework**, enabling me to grow the engineering team from a single developer to a thriving organization of 50 talented individuals across product, engineering, project management, and QA.
- **My leadership and vision led to creation of unique search capabilities that enabled EnterpriseAlumni to perform skill-based, NLP-assisted, geospatial searches** for internal job opportunities and allowed alums to connect and plan events.

- **Leveraged my AWS expertise to architect and deploy a SOX-compliant multi-tenant infrastructure**, successfully migrating the company's first customers from SAP Cloud to AWS, ensuring their continued growth and success.

## SmartCSM Inc.

*SmartCSM is an innovative and valuable critical facility management tool that replaced legacy printed plans which often needed to be updated or recovered and could not be accessed remotely.*

### Fractional Chief Technology Officer, Co-Founder

Nov 2016 | Aug 2019

I played a crucial role in the early development and success of the company. From Nov 2016 to Aug 2019, I served as the product owner and head of engineering. My contribution to the development and early success of SmartCSM Inc. showcases my product design expertise, technical expertise, and leadership skills.

- **Designed and developed an easy-to-use cloud-based mapping software for critical facilities infrastructure from the ground up.**
- **Identified and established the feature roadmap**, ensuring the product aligned with the company's goals and objectives.
- **Selected vendors and negotiated contracts** to ensure everything was completed on budget and on time.

## Media Temple, acquired by GoDaddy

*A web hosting company that prides itself on innovating in the cloud hosting arena offers cloud hosting, VPS hosting, managed hosting, dedicated hosting services, and custom WordPress hosting solutions.*

### Director of Engineering

Mar 2015 | Jun 2017

Steered the teams to deliver on features and capabilities using Lean/Agile practices to maintain their advantage while ensuring we worked collaboratively across the combined organization.

- **Delivered a seamless customer experience through the enhanced Account Center interface**, the cornerstone of Media Temple's customer experience, by adding support for installing services on top of the Shared Hosting environment.
- **Successfully launched WordPress PaaS products** for clients such as Red Bull during my tenure.
- **Oversaw Shared Hosting, eMail, Managed WordPress Hosting, and Virb.com**, for which I directed the successful migration to Python 3.0 and Docker, resulting in a highly scalable and easily maintainable infrastructure as code (IaC).
- **Strengthened the relationship between Media Temple and GoDaddy through cross-functional initiatives and partnerships** in product development and architecture.

## Virtual Piggy, later known as Oink!

*A FinTech company that enables children and teenagers under the age of 18 to play, transact and socialize in a secure online environment. The company provides parents with control over a shopping account for each child and allows them to add or subtract money as desired, like an allowance.*

### Director of Integration

Nov 2013 | Mar 2015

My focus was creating a highly performant, PCI-compliant, and COPPA-compliant integration portal, implementation processes, and open APIs, including building an ecosystem of micro-services to handle significant transaction traffic from Facebook.

- **Led the design and development of the transaction engine for Facebook**, new implementation supported a high frequency of transactions to flow through our system.
- **Successfully drove the integration process** for companies such as Claire's, Body Glove, Coca-Cola, Facebook, and other Omni-channel e-commerce platforms.
- **Oversaw the integration of over 12 different payment gateways** to support various e-commerce platform needs. My expertise in this role led to successfully completing all projects on time, ensuring the satisfaction of all stakeholders involved.

**Cie Games, acquired by Glu Mobile**

*A video game developer and publisher specializing in mobile and social games. Its most popular game, Car Town, was the first Facebook game built around brands and has attracted over 46 million players. Other popular titles are Racing Rivals and Kim Kardashian: Hollywood.*

**Technical Director, Operations & Java****Aug 2011 | Nov 2013**

At Cie Games, I started as a Sr. Java Engineer and, within months, was promoted to the Technical Director position due to my prior agile development and management experience. I was responsible for leading various initiatives related to game development. My experience at Cie Games demonstrates my ability to lead technical initiatives and manage different types of teams to deliver high-quality products.

- **Developed the API endpoints for over a third of the CarTown game features**, the first Facebook game built around licensed brands, and it has attracted more than 46 million users worldwide.
- **Single-handedly integrated Car Town into Google Owned Orkut social platform.**
- **Led the effort to port Racing Rivals** from native iOS to Unity3D to support multi-platform deployments and development.
- **Successfully completed localization efforts and knowledge transfer to a partner in Japan** under my leadership in this start-up environment.
- **Managed a team of developers** responsible for the server-side components.
- **Led all QA specialists.**

**DocMagic, formerly Document Systems, Inc**

*Software as a service (SaaS) provider that offers digital solutions designed to streamline the mortgage process and improve the experience for lenders, settlement service providers, investors, and borrowers, offering document generation, eSign, eMortgage technology, automated compliance, and collaborative closing technology.*

**Lead Software Engineer****May 2008 | Aug 2011**

I was responsible for the architecture, development, and integration of components for several applications, including DocMagic Online, DocMagic XL, and ClickSign. Utilizing my expertise in technologies such as Java (Spring, Spring MVC, Hibernate, Swing, JSP, servlets), C++, and C#, I successfully delivered high-quality solutions that improved the development workflow and increased efficiency. I also played a crucial role in setting up development tools such as Maven, Cruise Control, and Atlassian tools such as Jira, further streamlining the development process and managing the deliverables for all engineering projects.

**Rapid7**

*Rapid7 is a cybersecurity company offering various services, including managed detection and response, vulnerability management, and incident detection and response.*

**Software Engineer****Nov 2006 | May 2008**

I was responsible for developing the core code in Java for NeXpose, an application that audits various systems for vulnerabilities and generates alerts and reports for compliance with regulations such as PCI and SOX.

**Rapiscan Systems, an OSI Systems, Inc subsidiary**

*A global leader in security screening, threat detection, metal detection, advanced security screening, baggage, and parcel screening, hold baggage and fast parcel screening, people screening, and trace detection solutions.*

**Software Engineer****Sep 2003 | Nov 2006**

I developed the software architecture for security screening products and solutions that maximize threat detection and operational success. This included X-ray systems for baggage scanning, walk-through metal detectors, and people screening.

- **Project-managed offshore team tasks**
- **Trained over 150 technicians and system operators** at Hong Kong airport.

- **Developed the software architecture for major tenders and proposals**, including distributed compute processing, full network redundancy, scheduling, database design, and report generation design.

**Seagate Global Advisors**

*A financial services company specializing in investment research, asset management, brokerage, consulting, financing, and wealth management services.*

**IT Manager, Seagate Global Advisors**

**June 1999 | Sep 2002**

I oversaw the organization's overall technology infrastructure. My responsibilities included implementing new software tools, procedures, policies, and IT standards to streamline the company's operations. I also supported network and web services updates, ensuring all systems ran smoothly and provided ongoing system maintenance to ensure maximum performance and reliability.

**TECHNOLOGY SUMMARY**

<b>Technologies:</b>	Cloud   Big Data   Social Business   Machine Learning   AI   Mobile   Data Warehousing   Business Process Management   Web Oriented Architectures   Service Oriented Architectures   Business Intelligence and Analytics   Enterprise Architecture
<b>DevOps:</b>	Terraform   CloudFormation   Kubernetes   Docker
<b>Clouds:</b>	AWS   Azure   GCP
<b>Languages:</b>	JavaScript   TypeScript   Java   C#   Python   SQL
<b>Methodologies:</b>	Agile   Lean   Scrum   Kanban   Refactoring   Domain Driven Development
<b>Databases:</b>	Majority of popular SQL and Non-SQL databases
<b>Big Data Warehousing and AI:</b>	Databricks   SageMaker   Redshift   BigQuery
<b>E-Commerce:</b>	Shopify, BigCommerce, Adobe Commerce (Magento), Salesforce Commerce Cloud, SAP Hybris, Demandware, WooCommerce
<b>ERP:</b>	Microsoft Dynamics 365, NetSuite
<b>CRM &amp; Marketing:</b>	Zen Desk, Jira Service Desk, Service Now, Hub Spot, Zoho, InContact

**EDUCATION**

University of Southern California – Marshall School of Business, Management Development Program  
California State University, Los Angeles – Bachelor, Computer Science

**KEY ATTRIBUTES**

Management Experience | Performance Metrics | Quality Management | Regulatory Compliance | Cybersecurity | Leadership Experience | Management Skills | Technical Architecture | Technology Roadmap | Strategic Thinking