

ERIC WILLIAM OWENS

Director of Engineering | Enterprise Platforms, Data & Scale

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PROFESSIONAL PROFILE

Strategic technology leader with 15+ years of experience leading enterprise-scale data, cloud, and platform transformations. Known for guiding cross-functional teams through complex modernization initiatives that improve reliability, reduce risk, and deliver scalable growth through strong governance and executive alignment.

Track record includes 65%+ cost reductions, multimillion-dollar efficiency gains, and delivery of data- and automation-enabled platforms across large, distributed organizations.

KEY ACHIEVEMENTS

- Owned the modernization of a custom ERP platform across a distributed engineering organization, scaling revenue from \$20M to \$200M by improving operational efficiency 20x, enabling \$3B+ in processed transactions, and streamlining workflows across core business units.
- Led cloud and observability strategy across the platform ecosystem, resulting in 65% AWS cost reduction, faster deployment cycles, and materially improved system resilience and incident response.
- Drove large-scale performance optimization initiatives across customer-facing platforms, achieving 40x performance gains and \$10M in annual savings through improved retention, user experience, and operational efficiency.
- Established automated infrastructure, CI/CD, and monitoring standards, increasing team productivity, reducing operational errors, and eliminating \$1.6M in annual operating costs.

KEY SKILLS

Leadership strengths and technical expertise focused on building scalable, secure systems and teams that deliver predictable outcomes at enterprise scale.

Leadership & Organizational Impact - Engineering Leadership | Global & Distributed Team Leadership | Technical Strategy & Roadmapping | Cross-Functional Alignment | Governance & Decision-Making | Delivery Predictability | Mentorship & Talent Development | Executive & Stakeholder Communication

Platform & Systems Leadership - Enterprise Platform Architecture | Cloud & Infrastructure Strategy | Distributed Systems | API & Integration Strategy | Reliability & Resilience Engineering | CI/CD & Automation Standards | Observability & Incident Management

Business & Operational Outcomes - Cost Optimization | Performance & Scalability | Risk Reduction | Security-First Design | Compliance Enablement | Data Platform Enablement | AI/ML Readiness

Technical Environment (Context, Not Focus) - Cloud Platforms (AWS, GCP, Azure) | Modern Application Stacks | Containerization & CI/CD Tooling

PROFESSIONAL EXPERIENCE

Director of Engineering - Market Traders Institute

July 2022 – Current

Engineering leader accountable for the modernization and strategic evolution of a global SaaS trading platform, serving as the senior technical authority while leading a 20+ person distributed engineering organization and partnering cross-functionally to drive stability, scalability, and data-enabled growth.

- Owned platform modernization and automation strategy across a global SaaS trading platform, reducing customer acquisition processing time by 95%+ and increasing organizational productivity by 75% through scalable systems and data-driven workflows.
- Led cloud, observability, and cost optimization initiatives, delivering a 65% infrastructure cost reduction (\$195K annually) while improving system reliability, performance, and deployment efficiency.

- Established data platforms and enablement capabilities that accelerated product planning by 15x, improved decision velocity, and directly supported revenue growth across sales and product teams.
- Directed platform and data architecture evolution, improving system responsiveness and query performance (115% gains) while ensuring scalability, security, and long-term maintainability.
- Partnered with the CEO and executive leadership to define technical strategy, roadmaps, and innovation priorities, aligning engineering execution with business goals across product, sales, and operations.

Engineering Manager / Solution Architect - Meteor Education Jan 2017 – July 2022

Engineering manager and solution architect responsible for enterprise modernization and core business systems at a \$200M education solutions provider, reporting to the CEO and serving as the senior technical authority for ERP and platform strategy while leading cross-functional teams to drive scalable, efficient operations.

- Owned the modernization of the company's custom ERP platform, delivering 20x operational efficiency, enabling \$3B+ in quote processing, and supporting revenue growth from \$20M to \$200M across core business units.
- Led data platform and reporting modernization, enabling real-time business intelligence that informed executive strategy, improved cross-departmental collaboration, and accelerated decision-making.
- Directed automation of core financial and operational workflows, reducing manual workload by 75% and delivering \$200K in annual profit improvements through improved accuracy and throughput.
- Established cloud, security, and advanced analytics initiatives, strengthening platform resilience, embedding data-driven decision-making, and reducing operational and cybersecurity risk.
- Partnered with senior leadership to shape IT and platform strategy, using data models, prototypes, and roadmaps to align technical execution with business priorities.

Senior Solution Architect Level 3 - Sprint

Dec 2015 – Jan 2017

Senior solution architect leading cross-functional modernization of Sprint's enterprise network operations platforms, serving as technical liaison for regulated mainframe and sensitive data environments and driving automation, performance, and cost efficiency.

- Led large-scale performance and reliability improvements across external-facing enterprise tools, achieving 40x performance gains and \$10M in annual savings through improved customer retention and platform stability.
- Drove automation and modernization of network operations platforms, eliminating \$1.6M in annual operating costs by reducing manual diagnostics and improving system stability and incident response.
- Accelerated delivery velocity by 10x by establishing automation frameworks and modern tooling, reducing reliance on contractors and eliminating \$100K–\$200K in recurring external costs.
- Served as a senior technical lead for revenue-critical telecom platforms, sustaining high availability while modernizing systems supporting enterprise clients such as Target, balancing innovation with operational reliability.

EDUCATION

King's College – Wilkes-Barre, PA

B.A., Mass Communications & Media Technologies — Focus in Computer Information Sciences

AWARDS

- **Shooting Star Award (twice):** Recognized for leading enterprise-scale technology transformations that delivered measurable business outcomes and operational improvements.
- **Leadership Award:** Awarded for driving cross-functional initiatives that improved execution, efficiency, and organizational alignment.