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SUMMARY

Engineering leader with 15+ years in software, the last 12 building and scaling Zendesk's products and engineering teams.

I combine deep technical expertise in distributed systems, cloud platforms and AI/Knowledge products with strategic leadership to deliver business-critical outcomes. Operated across the full company lifecycle at Zendesk, joining at sub-500-person product development and growing through IPO and post-acquisition stages. Equally comfortable reviewing code, shaping architecture, or partnering with executive peers on strategy.

EXPERIENCE

Dec 2023 - present **Senior Director of Engineering & Site Lead, Zendesk**

- Leading the Zendesk Knowledge engineering organization (75 people across 4 sites), part of the Zendesk AI Agents & Knowledge product line. Own strategy, hiring, performance, delivery and a \$1.3M annual cloud budget.
- Shipped Generative Search, Knowledge Builder and Knowledge Graph, driving adoption to 20,000 customers (including net-new logos) within a product line serving 100k+ customers at 9B requests/month.
- Building Knowledge Copilot and the enterprise-scale Knowledge Graph and RAG capabilities that power Zendesk's AI Agents.
- Scaled the org from 38 to 50+ engineers in 6 months across Copenhagen, Lisbon and Krakow; hired and developed managers and grew multiple ICs into senior roles.
- Partner with executive leadership across product and engineering to define multi-year strategy, set and hit OKRs, and align initiatives with company-level business goals.
- Site Lead for Zendesk Denmark (100 employees), partnering with HR, Legal and Finance.

Apr 2021 - Dec 2023 **Principal Engineer, Architecture, Zendesk**

- Set technical direction across a 2,200-person product development organization as a member of the Engineering Architecture team. Focus areas: Knowledge Management, self-service, employee experience, and global REST/GraphQL strategy.
- Raised core-product uptime from 99.5% to 99.95% by leading cross-departmental resiliency initiatives, including AZ-redundancy via the Istio service mesh.
- Reduced cloud costs by 30% (\$500k YoY) through a cross-team cost optimization program.
- Led the Data Locality architecture for Guide, covering design, stakeholder alignment and execution plan.

Jun 2019 - Mar 2021 **Senior Staff Engineer / Group Tech Lead, Zendesk**

- Owned the technical roadmap for 10 scrum teams across Knowledge Management, Retrieval and Self-Service for Guide and Gather; led 10 tech leads.
- Established engineering standards through architecture and reliability review processes; mentored technical leaders.
- Part of the engineering due diligence team and on-site core-service integration work for the Zendesk Sell acquisition.
- Led a multi-year effort to introduce event streams between services sharing core data models, improving reliability and yielding material database-layer cost savings.

Mar 2014 - May 2019 **Tech Lead & Staff Engineer, Zendesk**

- Built a stream-processing ETL pipeline aggregating 3B+ events/day, powering Zendesk's reporting platform for self-service content analytics.
- Co-built Content Cues, an ML-based content authoring assistant using ticket-content clustering, on Ruby on Rails, Kafka and React.
- Implemented edge caching at the proxy and CDN layer, enabling the Help Center monolith to serve 10x request volume; supported high-traffic launches including GTA 5 DLCs and Pokémon Go.
- Authored Guide's Help Center rendering pipeline (Ruby gem), still in production.

Mar 2013 - **Software Engineer**, *Hellenic Army, Cyber Defense Division*
Dec 2013 Mandatory military service. Details cannot be disclosed.

Aug 2009 - **Software Engineer**, *Computer Technology Institute, Greek Ministry of Education*
Mar 2013 Built workforce management and other systems for the Ministry of Education using J2EE SOAP services, C#, PHP and the IIS stack.

PUBLIC SPEAKING & PUBLICATIONS

Mar 2024 Leading through change, *Zendesk Tech Summit 2024*
Mar 2023 Technical Leadership roles at Zendesk, *Zendesk Tech Summit 2023*
Feb 2019 Domain Events and Kafka in Ruby applications, *Krakow RB*
Mar 2018 Event streaming at Zendesk: From CDC to Domain events and beyond, *ZTS 2018*
Oct 2015 A collective awareness platform for energy efficient smart buildings, *PCI '15, 19th Panhellenic Conference on Informatics*

EDUCATION

2013 **MSc, Computer Science**, *University of Patras, Greece*
2010 **BSE, Computer Engineering**, *University of Patras, Greece*
Languages Greek (native), English (fluent), German (advanced), Danish (intermediate)

TECHNICAL BREADTH

Architecture Distributed systems, event-driven architectures, multi-region resiliency, service mesh, REST/GraphQL at scale

AI / ML Generative search, retrieval-augmented generation, knowledge graphs, ML-driven content tooling

Cloud & Data AWS, Kubernetes, Kafka, Istio, BigQuery, Elasticsearch, MySQL, Redis

Languages Polyglot across Ruby, Java, JavaScript and JVM/.NET ecosystems

Practice OKRs, architecture review, SRE/reliability programs, DDD, event sourcing