# JULIAN MERCER

**CTO**

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## PROFESSIONAL SUMMARY

Technology executive with 17+ years in engineering and 10 leading organizations of 45 to 170 people at SaaS companies. Sets technical strategy, owns platform reliability and security, and aligns engineering spend with revenue and margin goals. Partners with product and finance leaders and briefs the executive team.

## CORE SKILLS

Technology strategy | Engineering organization design | Cloud architecture (AWS) | FinOps and cost governance | Security and compliance (SOC 2) | Executive and board communication | DORA metrics and delivery | Budget management | Executive hiring and succession | Platform and data strategy | M&A technical diligence | Vendor negotiation | Incident and risk management

## PROFESSIONAL EXPERIENCE

**Vice President, Engineering** Jan 2023 - Present
**Bazaarvoice, Austin, TX**

- Lead a 170-person engineering and data organization and set the three-year platform roadmap with the CTO and product leaders.
- Cut annual cloud spend by $3.1 million, about 19 percent, through a FinOps program covering rightsizing, storage tiers, and committed-use contracts.
- Consolidated four data pipelines onto a single platform, reducing customer data delay from 6 hours to under 45 minutes.
- Present quarterly technology, security, and delivery reviews to the executive team and support diligence on two partnership agreements.
- Sponsored SOC 2 Type II renewal and a security program that closed all critical audit findings within 60 days.
- Hold monthly one-on-ones with eleven direct reports, including the directors of engineering, data, and security, and run the annual succession review.

**Senior Director of Engineering** Mar 2019 - Dec 2022

- Scaled engineering from 60 to 140 people across four time zones, with annual attrition falling from 18 to 11 percent.
- Led the migration from a single data center to AWS, completing the move in 20 months with no customer-impacting outage above 30 minutes.
- Introduced DORA metrics, raising deployment frequency from biweekly to daily and cutting change failure rate from 17 to 8 percent.
- Restructured teams into product-aligned squads with clear service ownership and on-call rotations.
- Managed a $38 million engineering budget and delivered each year within 2 percent of plan.
- Hired the first security director and a site reliability director, which brought mean time to restore from 3 hours to 50 minutes.

**Director of Engineering** Jan 2016 - Feb 2019

- Led six teams and 45 engineers delivering the review moderation and syndication platforms for about 6,000 brand and retailer sites.
- Rebuilt the content moderation service on microservices and queues, reducing average moderation time from 90 minutes to 25.
- Hired and developed seven engineering managers, three of whom later became directors.

**Senior Software Engineer** Jun 2009 - Dec 2015
**Dell Technologies, Round Rock, TX**

- Built Java services for Dell's online ordering platform that handled peak holiday volumes above 1,000 orders a minute.
- Led a five-person team that rewrote the pricing engine, trimming quote response time by 40 percent.

## EDUCATION

**Bachelor of Science in Computer Science**, The University of Texas at Austin, Austin, TX

## CERTIFICATIONS

AWS Certified Solutions Architect - Professional | FinOps Certified Practitioner, FinOps Foundation