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Top Skills

Technology Roadmapping
Director level
IT Management

Languages

English

Chris Eigner

Engineering Leader
Bend, Oregon, United States

Summary

Results-driven Engineering Leader with over 16 years of experience building and scaling technology solutions for B2B and B2C markets, specializing in fintech and SaaS. Proven success in leading cross-functional teams, executing long-term technology roadmaps, and driving multi-million dollar revenue growth. Adept at aligning engineering initiatives with business goals, optimizing processes, and fostering a culture of collaboration and innovation. Expertise in managing teams of 30+ engineers, productizing complex software solutions, and transforming engineering organizations for reliability and scalability.

Experience

HopSkipDrive
Senior Engineering Manager
March 2023 - Present (1 year 8 months)
Bend, Oregon, United States

Spearheaded the productization of a route optimization SaaS platform, driving revenue growth by leading cross-functional engineering teams and aligning development efforts with customer needs. Collaborated closely with senior leadership to define product strategy and ensure scalability.

Credit Karma
3 years 7 months

Senior Engineering Manager
November 2020 - May 2022 (1 year 7 months)
San Francisco Bay Area

Developed and executed 18-month strategic roadmaps for Platform Security teams, aligning technical initiatives with company-wide objectives. Optimized team structures, introduced product-centric ownership, and enhanced on-call processes to improve reliability and team efficiency.

Managed the rewrite of our authorization service, reducing downtime and improving performance by 40%, enhancing security and reliability across key systems, and contributing to smoother customer onboarding and improved user experience.

Created a secure data sharing pipeline and identity reconciliation services to share data with Intuit, facilitating millions of dollars of revenue through cross-promotion.

Engineering Manager
November 2018 - November 2020 (2 years 1 month)
San Francisco Bay Area

I managed ~15 people across two teams, Account Security and Identity and Access Management. These teams are responsible for authorization and session management services, secret management, and identity and access management.

Implemented an optimized our onboarding process and mentorship program for new hires, greatly reducing time to first commit.

Migrated to kubernetes and sharded all service databases to improve reliability and make it easier for teams to scale services.

Added automation and self service capabilities across all our services greatly reducing the number of requests on our team from outside our organization

BXE Capital
CTO/COO
May 2017 - August 2018 (1 year 4 months)
Denver, Colorado, United States

BXE Capital is a multi-strategy digital asset capital management firm that invests exclusively in Blockchain based technology companies.

Created and maintained relationships with local institutional investors, set up institutional relationships with banks, prime brokerages, OTC trading desks, and crypto exchanges.

Designed a Security strategy (VPN's, IP whitelisting, access control, 2FA enforcement, etc.)

Epsilon Eight

Founder

May 2014 - April 2017 (3 years)

Denver, Colorado, United States

Epsilon Eight is a boutique digital product agency that handles product strategy, engineering, and experience design. While running this business I handled project management, accounting, and sales/business development.

Recurly Inc.

2 years

Engineering Manager

September 2013 - March 2015 (1 year 7 months)

San Francisco

Led engineering teams in the development and scaling of critical SaaS products, driving key product initiatives and organizational growth. Played a pivotal role in transforming the engineering team and modernizing the product suite to better serve a growing customer base.

Scaled the Engineering Team: Grew the team from 10 to 50+ engineers, implementing hiring best practices and fostering a collaborative, high-performance culture.

Spearheaded the creation of a comprehensive reporting tool that provided essential metrics such as LTV, MRR, and Churn, improving merchants' insights and decision-making capabilities, resulting in higher customer retention.

Led the redesign of over 150+ pages using React, improving the user experience and streamlining development processes.

Delivered the 2015 EU VAT tax integration and built a new ACH payments rail, enabling Recurly to expand its market reach and enhance transaction capabilities.

Drove significant operational improvements that contributed to revenue growth, customer retention, and the scaling of Recurly's SaaS platform to support increasing demand.

Senior Software Engineer

April 2013 - September 2013 (6 months)

San Francisco Bay Area

Accomplishments:

- Managed a node.js payment processor service that wrapped 10+ payment processor API's
- Reduced search times from ~30 sec to 45ms by rebuilding our ElasticSearch integration
- Actively grew the Engineering team from 10 to 50+ Engineers

Upstart Labs
Engineering Lead
June 2012 - April 2013 (11 months)
Portland, Oregon Area

Led engineering efforts at a startup incubator, focusing on rapid prototyping, product development, and technical strategy for multiple early-stage ventures. Played a key role in helping startups bring innovative products to market by aligning technical solutions with business goals.

Directed the end-to-end technical development of multiple MVPs, including a video chat mentoring platform and a knowledge-sharing platform, helping startups validate ideas and attract investors.

Led the development of a Google Analytics statistics engine that generated natural language reports, significantly enhancing product insights for non-technical stakeholders.

Worked closely with founders, product managers, and designers to ensure product-market fit, advising on technical feasibility and scalable architecture solutions for long-term growth.

Provided technical mentorship to junior engineers and startup teams, fostering a culture of learning and rapid iteration, which enabled startups to pivot quickly and refine their products.

Successfully delivered several MVPs that helped startups secure initial funding, attract early users, and lay the foundation for scalable product development.

Dachis Group
Software Engineer
January 2011 - March 2012 (1 year 3 months)
Portland, Oregon, United States

Built social media applications on Facebook and Twitter platforms for big brands: BIC, Disney, Target, Michaels, etc.

StepChange Group (Acquired by Dachis Group)
Software Engineer
March 2008 - December 2011 (3 years 10 months)
Portland, OR

Built social media applications on Facebook and Twitter platforms for big brands: BIC, Disney, Target, Michaels, etc.

Education

Western Washington University
Bachelors of Arts, Psychology · (2002 - 2006)