

# Spiros Trougakos

Senior Engineering Manager

Athens, Greece | +30 697 300 5736 | trougakos@gmail.com | <https://linkedin.com/in/spiros-trougakos>

## Summary

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Senior Engineering Manager with 15+ years of building and scaling engineering organizations across SaaS, product, and research environments. Most recently a 35-engineer team directed at a global legal technology company, maintaining 99.9% platform uptime while owning the full engineering budget and headcount strategy. Proven track record of growing engineering functions from scratch, driving DevOps and cloud transformations, and setting multi-year technology roadmaps.

## Skills

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**Leadership:** Engineering Leadership · OKRs · Performance Management · KPIs · Headcount Planning · Talent Acquisition · People Management · Vendor Management · Budget Planning · Resource Management · Retention · Continuous Improvement · Stakeholder Management · Agile Governance

**Engineering:** SaaS Architecture · Microservices · Cloud-First · CI/CD · DevOps · SDLC · Platform Engineering · Technical Roadmap · Release Automation · Delivery Velocity

**Platforms:** AWS · GCP · Azure · Docker · Kubernetes · Apache · LDAP

**Languages:** Java · C/C++ · C# · Python · PHP · SQL · NoSQL · REST · SOAP

**Other:** Agile/Scrum · GDPR · DPO · EU Research Compliance

## Professional Experience

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### **KLDISCOVERY | SENIOR ENGINEERING MANAGER |** June 2021 - Present

- Direct engineering operations for the Greek branch, overseeing team structure, headcount planning, and the full engineering budget - covering tooling, vendor spend, and resource allocation across 4 distributed teams.
- Lead 4 distributed fullstack teams (35 engineers) maintaining 99.9% platform uptime with sub-2-hour incident response SLA across enterprise legal technology client environments.
- Grew the engineering function from a standing start - personally recruited, hired, and developed 30+ Software Engineers across distributed European locations.
- Sustained 100% SLA compliance across all enterprise client contracts over 4+ years, contributing to consistent contract renewals and strong client satisfaction scores.
- Partner with global executive leadership on security posture, infrastructure strategy, vendor management, and cross-functional process optimization.
- Defined the technical engineering strategy and 3-year roadmap, translating business objectives into concrete platform architecture and delivery milestones.
- Established agile governance frameworks and a culture of engineering excellence that drives high team performance and retention across the organization.

### **25-8 PROJECTS | SENIOR ENGINEERING MANAGER / HEAD OF ENGINEERING |** August 2018 - June 2021

- Owned technology strategy and multi-year delivery roadmap for a portfolio of client-facing digital platforms.
- Defined architecture standards and engineering practices from the ground up, establishing the technical foundation for multiple new product lines.
- Developed engineering managers and senior technical leaders in strategic communication and organizational leadership.
- Introduced OKR-driven performance management, agile methodologies, and metrics-based reporting - giving the business its first structured visibility into engineering output.
- Scaled 6 engineering teams from 8 to 35 engineers in 18 months while maintaining below 8% voluntary attrition.
- Led the DevOps transformation and cloud migration strategy, reducing deployment time by 45% and significantly improving production stability.

### **EXUS | SOFTWARE ENGINEERING MANAGER | March 2017 - August 2018**

- Managed engineering delivery across 5+ EU H2020 research projects, coordinating with partner institutions across Europe on compliance, reporting, and technical outcomes.
- Guided two cross-functional teams across partner institutions to design cloud-first architecture and APIs for research platforms serving academic and public sector partners.
- Provided technical guidance on system scalability, maintainability, and cloud cost optimization for research-funded engineering environments.

### **UNIVERSITY OF ATHENS | DEVELOPMENT TEAM LEAD | May 2012 - March 2017**

- Led software engineering teams to deliver interoperability and academic identity management systems at institutional scale.
- Architected scalable web services (Java, SQL, LDAP) used daily by thousands of academic users.
- Developed microservices, APIs, and integrations with national education infrastructure.
- Collaborated with senior institutional stakeholders to advance digital governance and data privacy initiatives.

### **SCHIBSTED CLASSIFIED MEDIA | SENIOR SOFTWARE ENGINEER | May 2010 - December 2011**

- Developed and maintained high-traffic classified ad platforms using PHP, C, and PostgreSQL.
- Built and optimized frontend interfaces with HTML, CSS, JavaScript, and jQuery.
- Developed Apache modules and performance monitoring utilities for content delivery optimization.

### **Early Career | SOFTWARE ENGINEER (2000-2010)**

- Intralot SA - C/C++ terminal applications for lottery systems and SNMP network monitoring tools.
- Impact Information Systems - Invoicing and reporting modules integrated with enterprise ERP systems.
- New York College / B2B SA - Network infrastructure and systems support.

## **Education**

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- MSc in Law and ICT - University of Piraeus (2025)
- Executive MBA - Athens University of Economics and Business (2020)
- MSc in Telecommunications & Informatics - University of Athens (2010)
- BSc in Telecommunications & Informatics - University of Athens (2000)

## **Certifications**

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- Data Protection Officer (DPO) - University of Piraeus (2025-2026)