

Jay Zeng

Engineering Executive · Founder · Builder

Founder-to-Fortune-50 engineering leader across applied AI, healthcare, commerce, and large-scale platforms. Leads an ~80-person organization at CVS Health and still designs, codes, and ships complete products. Two granted U.S. patents.

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FOCUS

Engineering leadership at scale Org design & delivery governance Applied AI / AI-native SDLC Platform & distributed systems
Cloud-native modernization Product & founder judgment

EXPERIENCE

Executive Director, Software Engineering · CVS Health

2025 — Present

Seattle, WA · Retail Health & Oak Street Health

Lead an ~80-person engineering organization through a management layer across US and Galway sites, rebuilding a large legacy .NET healthcare estate toward cloud-native and AI-native development while the business keeps running.

Built the leadership bench and reset delivery governance: hired 12 FTEs and executed 30+ contractor transitions away from contractor-dependent delivery, with no interruption to live operations.

Standardized how the org ships — migrated 91 of 91 in-scope repositories off Jenkins, Octopus, and TeamCity onto a single GitHub Actions deploy hub; shipped/merged work grew ~3x quarter-over-quarter while code authored rose only ~1.3x.

Moved the estate onto a cloud platform (CAP): ~16 cloud-native services in production, legacy repository count cut 86 → 57, ~3.6 TB storage recovered, and 91% of legacy cache traffic re-platformed.

Put AI on the critical path under human review — 11 internal AI tooling capabilities, build times cut from ~25 min to ~3, and a hybrid-search knowledge base over ~1,900 internal documents.

Shipped patient-facing outcomes on the new platform: virtual care live in 23 states, a scheduling-modernization program, and an engineering-led rewrite of two of the estate's oldest back-office apps (341 endpoints, feature-parity, zero breaking changes); turned a live incident into durable self-serve observability.

Engineering Leadership · Innovation Labs, Supply Chain & Core AI · Lowe's

2018 — 2025

Three charters, three promotions

Led applied-AI, platform, and supply-chain organizations from prototype to production — pairing hands-on building with organizational change.

Supply Chain: inherited a struggling, decade-old distribution-center backbone on monthly releases; earned trust, then expanded the work into a 50-engineer charter shipping every two days on SQLite/Kafka at the edge with Kubernetes and ArgoCD.

Innovation Labs — Applied AI: designed and built Lowe's Product Expert over a weekend and drove it through brand, legal, and the OpenAI partnership to become the first custom GPT for home-improvement retail, helping lead to a Core AI mandate.

Innovation Labs — Platform: led the 3D commerce foundation (asset pipeline, delivery, embeddable viewer) live on 5,500+ product pages; named co-inventor on two granted U.S. patents (US 12,189,915; US 12,211,161).

Innovation Labs — Data: owned a \$10M+ Home Data platform spanning 140M+ U.S. homes, which launched as the Lowe's Digital Home Platform and was showcased at CES 2025.

Seattle, WA

Co-founded a multifamily leasing platform and led product and engineering from zero — product design, application, data and cloud foundation, hiring, onboarding, and support.

Built the unified leasing front office (prospect communication, tour scheduling, workflow automation, integrations, analytics) and found product-market fit through a pivot.

Later company outcome: 2M+ apartment units, 182 employees, and \$47M raised by the 2022 RealPage acquisition (terms not disclosed).

Seattle, WA

Hands-on engineering across consumer and commerce products before founding Knock.

SELECTED PROOF	EDUCATION
GRANTED IP 2 U.S. patents (US 12,189,915 · US 12,211,161) OPEN SOURCE pi-memory & agentmemory — memory for coding agents PRODUCT FAMILY PaperPilot — privacy-first documents, transfer & session intelligence WRITING Essays on agent infrastructure & AI-native engineering	University of Washington — Computer Science MORE Detailed, evidence-linked case studies at jayzeng.com.