

Steven Ou

Chief Technology Officer · Founder · Applied AI & Commerce Platforms

San Francisco, CA

[linkedin.com/in/stevenou](https://www.linkedin.com/in/stevenou) · available on request

\$200M+

REVENUE SCALED

17M+

USERS SERVED

3×

OVER CATEGORY AI

3x

FOUNDER · CTO

PROFILE

Three-time founding CTO who has built, scaled, and operated consumer and enterprise technology platforms from zero to nine-figure revenue. Self-taught programmer since age eleven; shipped production code by high school and have stayed hands-on across every company since. Architect of a \$200M+ e-commerce platform serving 17M+ users, built and operated without the benefit of legacy stack or incumbent playbook. Currently leading technology and applied AI at Cavalry, commercializing agentic AI systems that outperform category incumbents by 3–4× on automated resolution rates.

What I do best is build — quickly, cleanly, and with judgment about what's worth building. I take emerging AI techniques and turn them into product that ships, scales, and generates revenue. That's the work I've spent the last four years on, and the discipline I've spent twenty-six years developing — self-taught from age eleven, across three companies I co-founded and every line of the stack those companies ran on. I bring a founder's P&L discipline, a platform-builder's architectural depth, and the operating rigor to run technology as a business.

LEADERSHIP SCOPE

Enterprise technology strategy · Applied AI and agentic systems · Platform and infrastructure for 17M+ users · Architecture and technical direction · P&L ownership and unit economics · Board and investor engagement · Security, compliance, and data governance · M&A technical diligence and integration.

EXPERIENCE

Chief Technology Officer & Co-Founder · Cavalry (formerly Invisible Commerce)

San Francisco, CA

January 2021 — Present

Applied-AI platform delivering agentic customer experience automation to e-commerce brands. Backed by SV Angel and Bling Capital.

- Defined end-to-end technical architecture for a next-generation agentic AI platform that resolves 60–80% of customer support cases autonomously — meaningfully outperforming workflow-based competitors operating in the 20% range.
- Shipping to brands including Harry's, Naadam, Dolls Kill, Laundry Sauce, Geologie, and Touch of Modern — with reported results including 78% peak-Q4 automation rate, 360% ROI on CX investment, and 25× faster resolution.
- Built and lead the engineering and platform functions, setting architecture standards and the pipelines that move emerging AI techniques into production.
- Architected the platform's core technical differentiator: a pairing of stochastic LLMs with a deterministic OS layer — a policy engine that enforces eligibility and executes every resolution in the customer's systems of

record. The LLM handles language and reasoning but cannot act outside the policy. The split drives accuracy and reliability above pure-LLM and pure-workflow approaches.

- Integrates with the e-commerce stack — Shopify, BigCommerce, Zendesk, Gorgias, Klaviyo, Recharge — enabling deployment into complex retail and DTC environments.
- Developed a white-glove onboarding model where depth is the point — weeks of careful configuration against each brand's SOPs, tone, and edge cases, producing resolution rates the brand can stand behind.
- Own the security, data isolation, and brand-voice controls required for production deployments — including multi-tenant controls, private-data handling, and SOC-2 compliance.
- Established a public technology voice on production AI architecture, agentic design patterns, and the economics of enterprise AI adoption.

Co-Founder & Chief Technology Officer · Touch of Modern

San Francisco, CA

May 2012 — December 2020

Founded and scaled one of the fastest-growing e-commerce platforms in North America. 17M+ registered users, 100+ employees, \$200M+ annual revenue run-rate. \$17M raised across institutional rounds.

- Built and led the complete technology organization from zero — web platform, native iOS and Android applications, merchandising systems, fulfillment and logistics software, data and analytics infrastructure, and all internal operational tooling.
- Delivered a platform serving 17M+ users and processing nine-figure annual GMV, with the engineering team responsible for 250+ new products merchandised daily and the full checkout, payments, and fraud stack.
- Positioned technology as a strategic competitive moat — bringing nearly all business functions in-house through proprietary software, materially improving unit economics and enabling scale that third-party SaaS could not support.
- Drove growth to Inc. 5000 recognition in two consecutive years and selection to the Inc. 30 Under 30 Rising Stars list. Co-founding team recognized in Forbes 30 Under 30.
- Owned the technical narrative in institutional fundraising, board governance, and investor reporting across multiple rounds.
- Set the architecture bar, operating rigor, and on-call culture required to run a consumer platform at consumer scale — the technical discipline that survived multiple phases of hypergrowth.

Co-Founder & Chief Technology Officer · RAVN

San Francisco, CA

May 2011 — May 2012

- Second venture with the founding team; led all technical development. Pivoted into what became Touch of Modern after validating scale and unit-economics constraints in the local-services category.

Co-Founder & Chief Technology Officer · Skyara

San Francisco, CA

July 2010 — May 2011

- First venture, selected into the I/O Ventures incubator out of the University of Pennsylvania. Built the founding platform and set the technical foundation the team carried through two subsequent ventures.

R E C O G N I T I O N

- Inc. Magazine 30 Under 30 Rising Stars (2018).
- Forbes 30 Under 30 — co-founding team (2016).
- Inc. 5000 Fastest-Growing Private Companies — two consecutive years.

— Featured in Inc. Magazine profile of Touch of Modern's eight-year build to \$200M revenue.

E D U C A T I O N

University of Pennsylvania — Bachelor of Arts, Economics

Philadelphia, PA · 2006–2010

T E C H N I C A L

Hands-on across the modern stack: distributed systems, cloud infrastructure (AWS), data platforms (PostgreSQL, MySQL), backend frameworks (Ruby on Rails, Node.js, Python), native mobile (iOS / Objective-C, Android), and applied AI (LLM orchestration, agentic architectures, MCP, retrieval systems, agent state management).

Multilingual international background — raised and educated across Argentina, Guatemala, Taiwan, and Spain.