Mark H Conklin

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Summary

I am a software craftsman driven to solve complex problems using clean code and best practices. I have a passion for Cloud-Native Applications, Continuous Delivery, Test Driven Development, Application Design, and System Architecture.

Experience

June 2020 - PRESENT
Squarespace, New York, NY– *Senior Software Engineer II*

- Developed APIs that enabled Squarespace's core website editing experience. Empowering Squarespace customers to build beautiful, one-of-a-kind websites.
- Contributed to Java-based, low latency, and high throughput distributed content management systems.
- Maintained and expanded core APIs and data structures that define a Squarespace website.
- Performed a zero-downtime data migration of over 23 million bearer tokens used by Squarespace customer websites to connect to third-party services such as Instagram and Google, ensuring that the token remained secure.
- Expanded Squarespace's OpenTrace Span tags for Mongo documents by adding a customization hook that allows developers to configure the Mongo document fields that should appear in the trace.

January 2018 - June 2020
Ipsos, New York, NY – *Senior Software Engineer*

- Streamlined the customer-facing survey authoring process by building a real-time self-service survey authoring tool. The tool reduced survey authoring cycle times from weeks to days.
- Led a team to rapidly prototype a "smart probing" capability that leverages natural language processing and machine learning to interrogate open-end text responses and ask appropriate follow-up questions. Initial production tests showed an increase of five percent in the quality of open-end text responses.
- Aided in the technical assessment and due diligence of a company acquisition.
- Mentored team members in test-driven development and agile principles.

September 2015 - January 2018
Thoughtworks, New York, NY– *Senior Software Engineer*

- Incrementally migrated a crucial analytics API from Python to Java while expanding the API's functionality and migrating the application's runtime to a modern dockerized Kubernetes environment without violating the SLA.
- Led a team of 6 developers on a nine-month platform build-out at a US-based financial institution. I developed and executed a strategic roadmap for moving from a Java EE custom WebSphere infrastructure to an OpenShift containerized container platform leveraging modern Cloud Native tooling.
- Assisted in developing the ThoughtWorks Digital Platform Strategy reference implementation of Kubernetes, essential observability, and service mesh tooling.
- Crucial developer on a time-critical project to re-platform an international bank. I focused on developing archetypes that would allow other developers to create and launch new financial products for the US market in a fraction of the time.
- Formulated and executed strategies to mitigate schema incompatibilities with historical events for an event-driven architecture that needed to replay events from the beginning of time.
- Employed DevOps and Agile methodologies to transform the client's deployment process from weeks to hours while separating the concerns of deployment and feature rollout.

May 2012 - September 2015
Survey Sampling International, CT– *Software Engineer*

- Led a team of three developers in a global Agile enterprise environment practicing Agile methodologies, Continuous Integration, TDD, and pair programming.
- Re-Architected core parts of the survey reward systems, leveraging strong knowledge of Survey Sampling International's strategic plans and interfacing with other departments, including finance and legal.
- Developed a real time system to reward users with monetary incentives integrating with over a dozen third-party APIs, including Amazon and PayPal.

Education

August 2008 - May 2012
Sacred Heart University, CT– *BS in Computer Science*