# Tim Hordern

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I'm a highly experienced Engineering Manager with more than 15 years of experience through a variety of senior roles in tech companies and startups. I have worn many hats and can successfully lead product and technical teams as an Engineering Manager, Product Manager, Delivery Manager, or Team Lead. Sometimes I can just do all the things. I'm best where I can help teams grow and build better products, with a sustainable scale and quality-driven mindset. I enjoy working in teams with fantastic people, building valuable products, on interesting technology, in the right culture. I'm aiming for medium-stage organisations scaling to the next stage, organisations building in-house digital capability, or teams inside established organisations, where I can have an outsize impact to help grow, recruit, and retain talent.

I'm currently seeking Engineering Manager opportunities in Melbourne or within Australian/NZ timezones.

## Work Experience

**2021 – 2022**

### Career Break
**Extended vacation / time off**

- Animal Attendant at RSPCA Victoria, ensuring hygiene, medical care, rehabilitation, veterinarian assistance, and behavioural support for dogs in shelter, aiming to find them new homes, having completed Certificate II in Animal Studies at RSPCA Victoria. Helped local dog owners to exercise and enrich their animals, assisting them through difficult circumstances.
- Migrated disparate software services to centralised Docker hosting in homelab rack, upgraded home networking to Layer 3 managed infrastructure, rebuilt home desktops and repurposed old machines.
- Expanded existing smart home automation to integrate better with Apple HomeKit, and centralised hosting and data collection. Transitioned range of legacy appliances to smart control.

**2020 – 2021**

### Hydro Tasmania & Momentum Energy – *Melbourne, Australia*
**Product Manager**

- Product Manager for Hydro's Virtual Power Plant commercial product, leading development with consultant team, delivering first commercial & industrial VPP trading in FCAS markets.
- Designed and solution architected integration with Tesla Energy and AEMO VPP APIs. Facilitated registration, site testing, metering, and software test validation for AEMO industry trial implementation. Helped potential customers to identify value stacks for battery infrastructure, market opportunities, and opportunities for Hydro to trade upon.

**2019**

### GreenSync – *Melbourne, Australia*
**Head of Markets**

- Product Manager and Engineering Manager for Markets at GreenSync. I helped establish and design platforms for the trading and management of electrical assets via a cloud-based platform.
- Designed and architected the deX Market product and Active Network Management integration for integration with UK Power Networks and Smarter Grid Solutions to help contract and manage Distributed Energy Resource (DER) growth in south east UK.
- Helped design and solution architect contract types & structures, to enable private market procurement of energy resources in trial with Simply Energy, SA Power Networks, and Tesla Energy. Helped form and scale-up cross-functional team to successfully deliver this highest organisational priority delivery milestone. Led internal & external stakeholder workshops with stakeholders to determine product behaviour and market response. Worked with CPO to clarify product opportunities and strategy.
- Recruited, onboarded, and grew cross-functional team to build Market platform and integrations. Ran team inception to validate problem space and get ready to develop in under a week. Managed career plan, growth, and learning opportunities for junior, mid, senior developers and team leads.
- Product Manager of the Markets product suite alongside energy trading SME. Defined roadmap and strategies for growing and building market integration and trading.

2018 – 2019    GreenSync – *Melbourne, Australia*
**Team Lead - deX**

- Engineering Manager for GreenSync's Decentralised Energy Exchange (deX), a digital marketplace that aimed to change the way electricity is produced, used, stored, and traded. Managed a cross-functional team of 8 to 12 developers, engineers, designers, technical writers, and more.
- Designed and solution architected the network mediation functionality of deX Vision product to allow distribution networks to monitor and analyse electrical asset & dispatch behaviour.
- Planned development and solution architecture of deX integration with Schneider Electric's Advanced Distribution Management System (ADMS) and SA Power Networks to prototype a process for continuous electrical distribution network management of DERs.
- Developed deX Product Roadmap for 5 years worth of product development across multiple verticals, product offerings, and industries, including identifying prototypes, roadblocks, GtM opportunities, and dependencies. Worked with Heads of Product and Technology to integrate with initial product visions and product strategies, as well as our broader system architecture, providing a single source of truth for product. Developed use case structure for linking product development with technical build and customer requirements. Incorporated into submission package for successful 10m ARENA grant. Worked with grant application due diligence team to validate product and technical roadmap.
- Worked with Head of Technology and solution architect to ratify development changes to deX architecture and core product functionality. Led team through numerous system and functional changes to adapt to challenging stakeholder and organisational milestones and pivots.
- Replatformed the deX Developer Centre to better suit internal and external developer needs, improve integration onboarding process, and assist internal teams in developing to the shared deX platform.
- Helped sign new customers to VPP platform as part of sales effort, working in collaboration with delivery and project management teams. Managed security assessments and due diligence, preparing extensive responses to security questionnaires, and established an in-house body of knowledge on security practices and testing.
- Handled performance management, reviews, and promotions for team members. Helped write and improve position descriptions, and build first career ladder. Advocated and secured pay equity for team members to reflect experience and demonstrated performance.

2017 – 2018    GreenSync – *Melbourne, Australia*
**Team Lead - Delivery Transformation / Hardware & Integrations**

- Engineering Manager and Delivery Manager for GreenSync's internal scaling & growth team. Expertise and service excellence developed here led this team to centrally own hardware development and software integrations across GreenSync. Managed cross-functional team comprising software developers, hardware engineers, designers, electricians, and interns. Coached team on product practices, including roadmap development, feature segmentation, whitelisting, Kano model, and more.
- Led product and operations redesign of Peak Response Unit (PRU) hardware unit for demand response to enable scaling and outsourced manufacturing, leading to the build of 100s of units enabling the primary revenue stream for GreenSync. One of these units enabled Australia's largest standalone Virtual Power Plant (VPP) at time of installation. Led standardisation of procure-to-deliver process for turnkey PRU hardware solution including code-driven procurement & configuration, fully replacing numerous manual processes that had high error rates. Designed and architected integration with Tesla GridLogic system and PowerWall 2, as well as metering providers.
- Managed and configured Google Cloud Platform (GCP) infrastructure, including as owner for 5+ primary systems. Developed and implemented infrastructure as code for range of environments via Terraform & Chef using GCP, across GCE, GKE and IAM.
- Primary on call engineer for all GreenSync production infrastructure for over 13 months, responding to a wide range of incidents in primary and edge infrastructure including several multi-day Sev 1's. I helped identify common weaknesses, establish triage, response, communication and handover patterns for hardware and software incidents. Configured and managed alerting and notification infrastructure, including Datadog, PagerDuty, New Relic, Sentry, Pingdom, Stackdriver, and custom tooling. I developed formal incident response processes and systems to help scale incident response from 2 people to the entire development team, as well as helping form business continuity plans. I helped institute firedrills, red teaming, and role plays to further prepare team for incident response.
- Led security management and customer security responses. Helped establish external penetration testing (including vendor selection, environment management, and data backfill) and initial analysis of certification responses and answers.
- Onsite consultant for Energy Queensland development of VPP for commercial and industrial customers. Assisted with product development, pricing, and sales. Established process for proposed local white-labeled hardware production JV, including BoM standardisation and training development for DEI workforce.

**2016**     Spotify – *New York, USA*
### Test Engineer

- Front-end Developer for internal analytics visualisation project. Built React.js frontend rendering C3.js charts of Google BigQuery results on Spotify dataset. Implemented build system using Webpack, ESLint, and Karma. Helped build and deploy Jenkins continuous deployment (CD) infrastructure.
- Helped implement end to end Docker Selenium Java tests and test strategy for legal compliance solution with org-wide exposure.

**2015 – 2016**     XO Group – *New York, USA*
### Lead Software Engineer in Test

- Lead Test Engineer for internal React custom CMS for The Knot, building features, infrastructure, test automation & the CI build system, after helping rescue original project. Helped shape user flows and built up library of React UI components to match designs. Coached and paired with developers to help retain key personnel. Managed challenging consultant resources and stakeholders.
- Built first Docker application using continuous delivery pipeline for content team. Built tooling to clone production apps & data into local Docker containers for a better development environment. Rebuilt Jenkins environments for faster feedback & smaller build queues.
- Established and ran first ever XO internal hackathon across 10 teams and 2 locations,with 20 apps built, providing numerous team efficiency gains, and an app saving $80k/year for the organisation.
- Drove code quality improvements, using developer pairing/coaching, building style guides & linters, advocating for and implementing improved testing practices & standards.

**2013 – 2015**     Intent Media – *New York, USA*
### Agile QA Engineer

- QA Engineer and Product Manager for customer reporting tool, developed features, prioritising and scoping work, building prototypes, and developing automated test suites. Helped to make this project become Intent's first continually deployed project.
- Performed functional, exploratory, and user acceptance testing across Intent's full stack, comprising a variety of JS (including 3rd party site injection), Java, Rails, MySQL, Vertica, AWS infra, MongoDB, iOS, and backend Node applications, against a huge range of browsers, apps, and traffic types, sized for traffic loads across US and European scale traffic. Built production test suites for service verification. Developed test suites to assist in soak performance verification.
- Recruited for QA team and engineers, participating through the entire hiring channel. Worked with Head of QA to improve hiring practices, write PDs, and perform reach outs at Meetups. Helped coach QAs to become mids/seniors, and establish & lead teams of their own.

**2011 – 2013**     ThoughtWorks – *Melbourne, Australia*
### Senior Consultant

- Held a number of consultant QA Engineer / Tester roles, working across advertising, non-profits, supermarkets, real estate, industry bodies, and legal industries.
- Tested Node, Ruby/Rails, .NET, Android, and iOS apps, developing test automation and conducting exploratory testing. I built performance test suites, as well as managed and optimised Jenkins continuous integration systems. Advisor for clients on Apple App Store submission process, and iOS application automation. Conducted accessibility testing including vision impaired testing.
- Product Designer for a suite of iOS applications for over 30,000 government staff and public customers. Ran user testing of iOS applications with range of users, including in-situ user testing sessions. Designed wireframes and prototypes for iOS applications and information kiosks. Designed icons and UI, from wireframe sketches to Illustrator assets.
- Helped grow QA Engineering team, developing technical test and case study recruitment tests, and interviewing and screening candidates.

**2010**     Infosys – *Melbourne, Australia*
### Technical Test Lead

- Test Manager for SAP SRM upgrade project, leading onsite and remote testing team of 20 people.
- Developed test strategy, test plans, and scripts for test team. Executed exploratory and functional testing to ensure test target completion. Triaged bugs, and managed defect tracking and reporting across sites.

2006 – 2009    Accenture – *Melbourne, Australia*
**Consultant**

- Worked with a number of Australian and multinational enterprises through their organisational and digital transformations.
- Data Migration Consultant and Test Consultant for postal organisation. Planned and delivered data migration for SAP PM/MM upgrade, for maintenance of over 11,000 vehicles travelling more than 350 million kms annually. Managed team of developers, analysts and client SMEs. Built test & coversions strategies for SAP MM/PM upgrade.
- Test Analyst for Oracle RPM implementation and in-store & POS retail systems for supermarket chain, handling $35 billion in transactions for 8.8 million consumers. Supported and managed team of 10 manual test analysts.
- Project Management Office Consultant for $14bn mining company. Established and led PMO, planned future project phase resourcing & activities for upcoming digital transformation and SAP implementation.

2003 – 2005    General Motors Holden – *Melbourne, Australia*
**Analyst**

- Reporting Analyst and Database Analyst for procurement department, delivering reporting to executive team, CEO, and General Motors Global VP of Procurement. Developed and administered reporting toolsets and redeveloped key database to streamline end of month reconciliation.
- Data Migration Analyst and Test Analyst for large SAP MM and SRM implementation. Delivered data migration and go-live capability. Led conversions team across multiple rollouts and managed data cleansing team.
- SAP SRM System Analyst and System Administrator, developed and managed data in Requisite internal online store. Worked with vendors to onboard, cleanse, and manage their products for procurement and fulfilment. Created checklists and tools to optimise cleansing process, and to test data sets prior to migration.
- Reporting Analyst and System Analyst for SAP R/3 AP, invoicing and Procure-To-Pay processes.

# Education

2021    Certificate II in Animal Studies
*RSPCA Victoria & Box Hill Institute* – Melbourne, Australia

2014 – 2015    Product Management
*General Assembly* – New York, USA

2009 – 2010    Master of Public Policy and Management (Incomplete)
*University of Melbourne* – Melbourne, Australia
Concentration on project management and implementation. Left course early to pursue work opportunities.

2001 – 2005    Bachelor of Information Systems
*University of Melbourne* – Melbourne, Australia
Originally a double degree of Commerce and Information Systems. Graduated early with B.InfoSys for work opportunity.