

Timothy Clark

Engineering Manager / Tech Lead

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Skills Agile Task Management, Team and Relationship Management, Front-end Engineering, Typescript, Javascript, Dart, Angular, CSS/SASS, Java, Python, SQL, Webdriver, RxJS, React, Integration Testing, Frontend Architecture

Experience **Google - Engineering Manager / Senior Software Engineer**
APRIL 2011- PRESENT, IRVINE, CA / REMOTE

Google Analytics (2023-PRESENT)

- Developed vision and roadmap for frictionless budgeting planning solutions within GA infrastructure
- Drove efforts to consolidate conflicting Conversions concepts across Google's product suite
- Defined work and organized sprints to track progress at a granular level
- Responsible for aligning timelines and communicating progress among cross-functional partners and leadership
- Managed 7 engineers, mentoring and guiding through design / development, and aligning work with individual expectations and career growth targets

Journeys (2020-2022)

- Drove creation of internal user journey analytics and aggregation platform for Sales / Support engagements.
- Built team from ideation to 25+ cross-functional through project consolidation and recruitment.
- Owned engineering roadmap and direction, project planning, organization, delegation, team processes, design.
- Negotiated across organizational boundaries to form successful partnerships and gain project support.
- Managed 10 engineers, with a strong focus on career development and promoting inclusion and psychological safety.
- Contributor to organizational community and eng excellence grouplets, focused on minimizing toil and creating an inclusive productive work environment

High-Touch Support (2012-2019)

- Contributor to Google's support ticket routing platforms, empowering ~50k support representatives and automated systems to handle >100M support incidents annually.
- Tech Lead Responsibilities included ownership of roadmap / architecture for frontend infrastructure, building integration test plan and QA processes, organizing and driving multi-quarter technical migrations, feature development, design, etc.
- Launched features to support major launches for Pixel, YouTube, Play, Nest, etc, manage digital refunds, process RMA requests.
- Drove creation of new support agent management and ticket routing solution, now managed by a 16 person team.
- Owned performance monitoring and optimizations, driving initial page load times to <1 second for the majority of users.

Misc - Software Engineer

ITA Software (2006-2011) - Contributor to systems for managing airline reservations and communicating with airline kiosks for Air Canada, American Airlines, Cape Air.

eFoundry (2005-2006) - Built custom CMS solutions on OpenCMS for Parade Magazine, Amtrak, etc. for publishing and managing web content.

SSA Global (2002-2005) - Built self service benefits management software for the hospitality and healthcare industries, interfacing with legacy AS/400 systems.

Education

University of Massachusetts, Dartmouth - B.S. Computer Science

SEPT 1998 - JULY 2002, NORTH DARTMOUTH, MA

Graduated Magna Cum Laude.