Tim Hordern

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I'm a highly experienced Engineering Manager, Delivery Manager, and Technical Product Manager with more than 15 years of experience through a variety of senior roles in tech companies, startups, and consultancies. I have worn many hats and can successfully lead multi-disciplinary product and technical teams. I enjoy helping teams build products with a customer driven mindset and at sustainable scale. Mostly, I just help teams become *better*.

I'm currently seeking roles in Melbourne or Australian/NZ timezones.

Work Experience

2021 – 2025 Career Break

- Took a career break for a long-overdue holiday. Some of what I did during that time included:
- Migrated disparate software services to self-hosted Docker containers and QEMU VMs. Built a Proxmox cluster for high availability VMs across new and repurposed hosts. Upgraded homelab networking to Layer 3 managed infrastructure with segregated VLANs, and combined hardwired and mesh AP wireless networking for roaming. Repurposed old desktop into OPNSense firewall. Patched old Apple desktops and laptops to current OS, and refurbished hardware where possible. Repurposed old laptops into Debian hosts. Automated Windows installations via Ansible. Wrote many shell scripts to automate file organisation and maintenance tasks.
- Migrated family business infrastructure from single PC to shared server, with offsite backup, self-hosted applications, additional terminals, and redundant storage.
- Studied Certificate in Animal Studies. Worked as animal attendant for adoption dogs at RSPCA.

2020 – 2021 Hydro Tasmania & Momentum Energy, *Melbourne, Australia*

Product Manager

- Technical Product Manager for Hydro's Virtual Power Plant commercial product and delivered first commercial & industrial VPP trading in AEMO's FCAS markets, proving commercial viability of concept, and became a CEC Solar Awards finalist.
- Managed remote cross-functional team and stakeholders, including developers, electrical engineers, and electricians. Helped introduce new agile ways of working to teams and wider business. Established Scrumban rituals to ensure clarity in delivery.
- Designed integration with Tesla and AEMO VPP APIs. Facilitated site and market registration, remote site testing, and software testing for industry trial implementation. Helped potential customers to identify value stacks for battery infrastructure, market opportunities, and GTM opportunities.

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.
- 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.
- Designed and architected the deX Markets 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.
- Product Manager of the Markets product suite alongside energy trading SME. Defined product roadmap and strategies to build and a market trading platform and wider integrations.

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.
- 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.

2018 GreenSync, *Melbourne, Australia*

Team Lead: Hardware & Integrations

- Engineering Manager and Delivery Manager for GreenSync's hardware development and software integration team, owning hardware and their integrations across the wider organisation.
- Managed a cross-functional team comprising software developers, hardware engineers, and designers. Coached team on product practices and methodology, including roadmap development, feature segmentation, whitelisting, Kano model, and more.
- Managed and configured Google Cloud Platform infrastructure, including as owner for 5+ primary systems. Developed environment infrastructure as code for range of systems in Terraform.
- 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, and establish triage, response, communication, and handover patterns.
- 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 for entire organisation. I helped institute security and incident 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. Established centralised body of knowledge to improve process.
- Onsite consultant for Energy Queensland development of VPP for commercial and industrial customers. Assisted with product development, pricing, and sales. Developed process for local white-labeled hardware production JV, including BoM standardisation and workforce training development.

2017 GreenSync, *Melbourne, Australia*

Team Lead: Delivery Transformation

- 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 the organisation. I managed a cross-functional team comprising software developers, hardware engineers, designers, electricians, and interns.
- Led product and operations redesign of 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 hardware solution including code-driven procurement & configuration, fully replacing numerous manual processes with high error rates. Designed and architected integration with Tesla GridLogic system and PowerWall 2, as well as metering providers.

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. Managed cross-functional team, and led team through conflict resolution and meeting facilitation.
- 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 and managing onsite and remote testing team of 20 exploratory and manual softrware testers.
- 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 & conversions 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 across Australia & NZ. Managed data cleansing team of 4 Holden subject matter experts, and building workflow tools for them.
- 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 FICO AP, invoicing and Procure-To-Pay processes.

Education & Additional Roles

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.

Additional Experience

2022   RSPCA Victoria
Animal Attendant, Melbourne, Australia

- Dog Attendant, helping with hygiene, medical care, rehabilitation, veterinarian assistance, and behavioural support for dogs in the shelter, primarily in the adoptions area.
- I completed a Certificate II in Animal Studies at the same location, specialising in domestic feline and canine care.
- Outside of work, I helped local dog owners to train and enrich their animals, and provided medical, behavioural training, and dietary advice for a number of dogs, and dog-sat and trained friends' dogs.