

# Tim McHale

Clearwater, Florida

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## **Experience:**

**MarketDial**  
**DevOps Software Engineer**

**January 2022 - January 2024**  
**Salt Lake City, UT**

- Developed a multi-threaded messaging queue, improving environment creation performance by 400%.
- Developed a Kubernetes observability pod, reporting internal issues to the company Slack
- Co-Developed an automated-script-runner, which takes a script as input, and automates the running of that script in production. Capable of running SQL, bash, and python scripts.
- Automated the creation of new FTP servers, improving Marketdial's partner onboarding process.
- Acted as the company expert in setting up DNS records that improved email delivery.
- Acted as the on-call engineer, performing the duties of: managing the CI-CD system, solving production incidents, and organizing blameless post-mortems.

**MxToolbox**  
**Sales and Support**

**August 2018 - December 2021**  
**Austin, TX**

- A member of a small Sales and Support team where the ARR went from \$5M to \$10M per year.
- Helped consult on DNS records to help improve email delivery and set up web servers.

**Web.com**  
**Data Analyst**

**August 2017 - September 2018**  
**Austin, TX**

- Developed python scripts and SQL queries to analyze Web.com's lead database of 21 million customers, ranking leads for sales reps to call.
- Developed a python script to deduplicate contacts based upon phone numbers using Tarjan's strongly connected components algorithm.

**OnDeck**  
**Sales Operations Specialist**

**January 2015 - July 2016**  
**New York, NY**

- Won Highest Impact Employee for the New York office in Q2 of 2015.
- Developed reports quantifying KPIs in SQL, Salesforce, Tableau, and Excel.

## **Education:**

Binghamton University, State University of New York, B.A., Political Science  
Western Governors University, B.S. Computer Science