

Tim Carlock

New York, NY

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I have 20 years of engineering, product-development and leadership experience with a particular interest in system architecture, organization design/operations, product strategy and UX design. My sector experience includes financial services, fintech, consumer tech and business software, and I have experience with companies of various sizes ranging from early-stage startup to large corporations. In particular, I co-founded a B2B SAAS company and I was with Uber as it grew from ~600 people to 27k.

PROFESSIONAL EXPERIENCE

Alloy | New York, NY

Director of Engineering - Origination, Aug 2022 - March 2023

I ran the product-engineering organization responsible for all aspects of Alloy's core account-onboarding product. The organization consisted of ~25 engineers and 3 engineering managers (my direct reports). My organization consisted of three cross-functional, product-engineering teams: Integrate (developer experience and SDK); Decisioning (core decisioning engine); and Optimize (reporting, analytics and insights).

- Established new charters for all teams and reorganized around personas and customer experiences.
- Supported and mentored EMs and senior engineers in both product-engineering groups (Origination and Ongoing).
- Developed a mobile-development strategy which eliminated the need to build out a new engineering team.
- Selected and onboarded a new staff-augmentation provider to convert a portion of open headcount to a more-flexible contractor model.
- Built out a project-tracking and status-reporting process/toolset which was adopted across Engineering.
- Created an SDET role (and hiring process) to drive reliability improvements across all teams.
- Overhauled the Engineering career ladder to provide clarity around performance expectations and growth paths.

Fast | New York, NY

Senior Engineering Manager - Sellers, Affiliates & FE Platform, Sept 2021 - April 2022

Fast was an eCommerce startup building one-click checkout for merchants to sell both online and in the physical world. I built and ran an organization of ~20 engineers reporting to 3 engineering managers (my direct reports). My organization consisted of three cross-functional, product-engineering teams (Seller Onboarding, Seller Dashboard and Affiliate), as well as the Web Platform team.

- Shifted the product-eng teams toward being fullstack in order to reduce organizational coupling/blockers and establish better ownership for domain-specific services and endpoints.
- Hired managers and engineers, supported and coached engineers and managers and provided mentoring to a first-time manager.
- Worked regularly with Product, Design and Data Science leads to create and maintain an organizational strategy, assess team trajectory/impact and streamline project execution.

Better.com | New York, NY

Senior Engineering Manager - Customer Service Experience, Nov 2020 - June 2021

I built and ran the CSE organization consisting of ~30 engineers reporting to 3 engineering managers (my direct reports). This organization consisted of four teams: Comms Platform, Comms Compliance, Issue Resolution and Growth.

- Reorganized and rechartered the Comms teams to better balance staffing and workload across the teams and provide more-clear ownership of projects and services.
- Worked closely with Product to overhaul the org strategy around Comms and define new charters/roadmaps for each sub-team.
- Mentored engineers and managers, including a first-time manager.
- Worked with recruiting to overhaul key elements of the hiring framework/process. Primarily, this included articulating a hiring philosophy, improving definition of and training for the module-owner and bar-raiser programs and implementing a pair-programming module for onsite interviews.
- Designed and implemented a checkpoint framework for program management to improve team alignment and provide functional teams with greater visibility and foresight.

Uber | San Francisco, CA & New York, NY

Engineering Manager - Eats - Restaurant Acquisition, Jan 2019 - Jan 2020

The Acquisition organization focused on the top-of-funnel and early-lifecycle portion of the Eats experience for restaurants, and was responsible for increasing the number of active restaurants in the Eats network. The organization consisted of three teams: Registration, Onboarding and Leads Platform. I started and directly managed the Registration and Leads Platform teams, and supported a first-time manager who was responsible for Onboarding.

Engineering Manager - Developer Experience - Uber Studio, Mar 2016 - Jan 2019

I built and ran the Studio organization which was responsible for the tools and platform used by both engineers and ops to test and simulate the production experience across a variety of Uber products including Eats and Rides. Studio allowed users to create test accounts, mock riders and drivers and simulate rides and deliveries in any region under a variety of conditions (e.g., multiple riders, ride cancellations, etc) using a web or mobile client. The organization consisted of ~15 engineers and three core teams: Cerberus (network routing), Studio Platform and Tooling. I built the product organization from the ground up and absorbed the networking team as part of a strategy shift.

Senior Engineer & Tech Lead - Uber for Business, May 2014 - May 2016

I was a tech lead for the engineering team that originally built and launched Uber for Business. As Senior Engineer and Tech Lead I helped build and run the team that owned the web dashboard used to manage rider accounts, invoices and payments and ride policies. Following the initial launch, I ran the effort to migrate from Backbone to React, and I helped introduce React as the standard across the web teams. I started and ran the web guild which was responsible for knowledge sharing and setting standards for web development across the company.

Learnist | San Francisco, CA

Senior Engineer, Feb 2013 - May 2014

Learnist was a group-based content and skill sharing platform. I was a full-stack engineer and the tech lead for the team that owned the web application. In addition to building and launching new features, this team was responsible for migrating from server-rendered views in Ruby on Rails to a single-page application built using Angular.

Expedia | San Francisco, CA

Senior Engineer, Apr 2012 - Feb 2013

I was on the new social content team and contributed to a service that collected, stored and served user-generated reviews for hotels and other properties. This high-availability API was accessed by dozens of other services that powered various Expedia Group sites. The service was built with Java/Spring and MongoDB.

EDUCATION

University of Missouri – St. Louis, MO

Bachelor of Science in Information Systems, Aug 2004

Coursework in system architecture, relational databases, OOP/language design and project management.

University of Missouri – St. Louis, MO

Bachelor of Science in Finance, Jan 2003

Coursework in asset pricing, portfolio allocation, corporate finance, economic modeling and accounting.

TECHNICAL SKILLS

Languages: JavaScript, TypeScript, Ruby, Java, C#, SQL, HTML, CSS/Sass

Frameworks/Libraries: React/ReactNative, Redux, NextJS, Ruby on Rails, ChatGPT

Databases & Servers: Redis, MySQL, PostgreSQL, Kafka, Cadence

Tools: Confluence, Jira, Phabricator, Git, WebPack, Jenkins, Figma, Sketch