# Mark Shieh

Santa Monica, CA 90404 (949)331-2950 mshieh2010@gmail.com

## **Objective**

A hands-on, technical leadership position in an agile team environment, guiding and mentoring engineering teams to deliver value and efficiency to meet a proven market demand. Motivated by the opportunity to integrate technical experience, project management, and team leadership.

### **Summary of Qualifications**

Over 20 years of software development experience in both high intensity startup environments and large businesses. Demonstrated skills in applying agile SDLC processes to existing organizations. Experience leading geographically distributed teams. Successful track record of delivering projects in polyglot development environments. A servant leadership style that promotes open communication, team interaction, cross-functional training. Thrives in a cross-functional environment. Leadership and mentoring of engineers through agile artifacts, weekly 1:1s, tech talks, pair programming/design. Promotes best practices such as design patterns in code reviews, improving testability of code through TDD, and providing high quality code to be used as a template.

#### **Relevant Experience**

#### Spring Labs, Inc.

Engineering Lead and Software Architect, 2019-April 2020

Applying experience to startup leadership

- Technical leadership and mentoring for 6 person team.
- Launched product to our initial customer, which was instrumental in acquiring the next round of funding.
- Evangelized rollout of OKRs.
- IC work focused on cloud scalablity including S3-backed datastore.
- Liaison between research team and architectural review on first company patent.
- Tech Stack: flask, celery, sqlalchemy, OpenAPI, connexion, postgres, redis, on AWS EKS, with an ethereum ledger.

#### Stealth Startup, DTLA

Lead Engineer, 2018-2019

Provide technical leadership for multiple teams

- Technical lead for fullstack team.
- Acting DevOps Lead.
- Established agile practices by becoming initial TPM, later successfully transitioning role to new TPM hire.
- Successful launch of multiple releases in a react/redux, ruby on rails, and java stack, resulting in most successful year for biggest customer.
- Tech Stack: FHIR spring boot/postgres backend, rails REST API server, react redux frontend. Focus on REST API and frontend.

Skurt (acquired by fair)

Lead Engineer, 2017-2018

Provide technical leadership across all engineering teams

- Restructured the engineering organization from 3 cross-purpose teams into two teams with clearer stakeholders.
- Provide technical leadership for the logistics team, and mentoring for the consumer team.
- Direct management and mentoring of logistics team.
- Identified pain points in operations and guided multiple projects to completion to solve them, as well as hands-on development.
- Tech Stack: flask, celery, sqlalchemy, postgres API services on heroku, with react, android, iOS frontends. pubnub topics. Primary focus on API server.

#### SteelHouse

## Senior Software Engineer, 2016-2017

Provide technical leadership for the backend team, create reusable infrastructure, and rebuild the CDN and ad server.

- Rebuild the aging CDN on stable and modern infrastructure (AWS EBS/S3/node, spring boot/jetty/ansible), solving a major source of customer complaints while creating 10x cost savings without downtime.
- Responsible for "best practices" initiative called out as an engineering success of 2016.
- Subject matter expert for multiple technologies: github, jenkins, ansible, prometheus, aws, java.
- Tech Stack: spring boot REST API w/ swagger microservices, kafka pub/sub, postgres, hibernate. CDN in nodejs running on AWS Elastic Beanstalk w/ S3. prometheus and cloudwatch monitoring.

#### Google Los Angeles

### Site Reliability Engineer (SRE) Team Lead, 2013-2015

Team Lead for multiple internal tools as part of the <u>BeyondCorp</u> effort.

The goal of BeyondCorp is to move from a perimeter based security model to one that allows for fine grained access control, and avoid the vulnerability of a corporate network.

- Handled hiring decisions as part of a CMU Hiring Committee.
- Conducted over 150 technical interviews.
- Designed and developed monitoring for multiple services as part of service onboarding process.
- Received multiple awards during security incidents such as The Heartbleed Bug discovered in 2014.
- Responsible for technical roadmap of multiple services.
- Mentoring of new hires and transfers onto the team.

# Software Engineer, 2010-2013

Developer for multiple iterations of AdWords projects, culminating in the launch. of Keyword Planner, the tool used by Google AdWords advertisers to grow and optimize their large campaigns.

- Initial launch of the Google AdWords Keyword Planner.
- Key developer of initial launch, with focus on cross-browser support and i10n.

# ADISN, Inc. (acquired by Crowdgather)

**VP, Engineering**, 2009-2010

Responsible for creating and executing the technology strategy for online advertising startup.

#### Team Lead, 2008

Lead Developer for the Data Intelligence project

Sendio, Inc.: Senior Java Architect, 2007 - 2008

<u>Intelligent Systems Technology, Inc.</u>: **Project Manager/Senior Software Developer**, 2004 - 2007

Sirius Technologies: Software Engineer, 2003-2004

Automation Programming, Inc: Software Engineer, 2001-2002

Justtalk, Inc.: Senior Software Engineer, 2000-2001

Carnegie Mellon University, Robotics Institute: Research Programmer, 1997-2000

#### **Education**

Carnegie Mellon University, Pittsburgh, PA

Bachelor of Science in Electrical Computer Engineering, double major in Math/Computer Science

Project Management Professional (PMP) Certification, Project Management Institute, 2008-2012

#### **Skills**

Main Programming Languages: Java, Python, node, react, ruby

**Databases:** PostgreSQL and Redis most recently. Also MySQL, MS-SQL, memcache, dynamodb, bigtable.

**Other Tech:** AWS S3/ELB/Cloudwatch/Lambda, Google Cloud, kubernetes/helm deployment/scaling/HA, prometheus, MapReduce, BigTable, GCE, Android, Go, react/redux, ansible, flask, heroku, sqlalchemy, travis, circleci, jenkins

**Project Management and Software Development Methodologies:** Scrum, Kanban, Lean, PMBoK(PMP)