Marcus Thompson Engineering Manager

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PROFILE SUMMARY

- **Engineering Manager** with **8 years** in **marketplace and restaurant software**, promoted at Faire in March 2025 to manage the 7-engineer Retailer Checkout team he had worked on as a senior engineer.
- Reviews code in the team's stack every week: backend (**Kotlin**), web (**TypeScript**, **React**), cloud (**AWS**), data (MySQL, Redis), with planning in **Jira** and alerts in Datadog.
- Strongest in the basics of a first management job: **weekly 1:1s**, **structured hiring**, **sprint planning** and **on-call**, with written growth plans and a weekly risk review keeping checkout releases on schedule.
- Plans every sprint with the checkout product manager and designer, and works with payments, fraud and retailer support on launches, incident reviews and the quarterly roadmap.
- Wrote the team's onboarding guide and interview rubric, since picked up by 2 more teams in the Toronto office, and coaches the senior engineer who took over as tech lead.

TECHNICAL SKILLS

People Management:	1:1s, Performance Reviews, Growth Plans, Written Feedback, Coaching
Hiring & Interviewing:	Structured Interviews, Interview Loops, Debriefs, Onboarding Plans, Greenhouse
Planning & Delivery:	Sprint Planning, Quarterly Planning, OKRs, Kanban, Jira
Engineering Practices:	Design Reviews, Code Review, CI/CD, Feature Flags, Tech Debt Management
Reliability & Incident Response:	On-Call, Incident Management, Blameless Postmortems, Runbooks, Datadog
Cloud & Infrastructure:	AWS (ECS, S3, SQS), Docker, Terraform, GitHub Actions
Languages & Data:	Kotlin, TypeScript, React, SQL, MySQL, Redis

EDUCATION

McMaster University — **B.Eng. in Software Engineering** — Hamilton, ON · Sep 2014 to Apr 2018

WORK EXPERIENCE

Faire — **Senior Software Engineer to Engineering Manager, Retailer Checkout** — Toronto, ON · Jun 2022 to Present

- Took over the 7-engineer Retailer Checkout team in March 2025 as a first-time manager, starting weekly 1:1s and a written team charter, with **0** departures in the first year.
- Rebuilt the team's interview loop around a checkout pairing exercise and a scored rubric, then ran hiring for 3 open roles with the recruiter and closed **3 of 3** offers.
- Planned the 2025 checkout roadmap with the product manager, keeping 20% of each sprint for tech debt, and shipped net 60 payment terms at checkout **2 weeks** before the launch date.
- Gave written feedback every month instead of saving it for reviews, and helped an engineer who had missed 4 sprint goals in a row hit the next **6**.
- Cut checkout pages from 18 a week to **5** by reviewing every alert with the on-call engineer and fixing or deleting the noisiest 12, keeping the rotation at 1 week in 7.

TouchBistro — **Software Engineer to Senior Software Engineer** — Toronto, ON · May 2018 to May 2022

- Led the design review that moved online ordering off the shared POS database onto its own service, cutting order sync failures between iPad terminals and the cloud by **64%**.
- Mentored 3 junior engineers through weekly pairing and code review, and 2 of them reached intermediate level within **18 months**.
- Acted as tech lead for the 4-engineer kitchen display team, running sprint planning and estimates, and shipped its ticket routing rewrite **3 weeks** early.