

# Marcus Thompson

Tech Lead

Toronto, ON · marcus.thompson@gmail.com · +1 416-555-0142 · linkedin.com/in/marcusthompson

## PROFILE SUMMARY

- **Tech Lead** with **8 years in software**, the last **2 leading a team of 6** on **checkout and payments** for a **commerce platform**, specializing in **technical direction, delivery predictability, and growing engineers into senior roles**.
- Leads a team on **Ruby on Rails** and **React** with **PostgreSQL, Kafka**, and **GCP**, tracked in **Jira** and **Datadog**, still shipping code every week while owning design reviews, the on-call rotation, and the technical roadmap.
- Growing expertise in **mentoring, hiring loops, quarterly planning**, and **incident management**, using **OKRs** and **DORA metrics** with the Engineering Manager to turn a late-shipping team into **one that hits its commitments**.
- Works every week with **Product, Design, Payments Risk, and Support** on the roadmap, owning **scope negotiation, technical estimates, and the launch reviews** for two customer-facing services.
- Aiming for the move into management on purpose: **already runs the 1:1s, the hiring loops and the roadmap for the team**, and wants the people responsibility that comes with the title.

## TECHNICAL SKILLS

|                       |                                                                                                  |
|-----------------------|--------------------------------------------------------------------------------------------------|
| Technical Leadership: | design reviews, architecture decisions, code quality bar, technical roadmap, tech debt budgeting |
| Mentoring & Growth:   | onboarding, weekly pairing, growth conversations, promotion cases written with the EM            |
| Delivery & Execution: | quarterly planning, OKRs, Kanban with WIP limits, DORA metrics, risk tracking                    |
| Hiring:               | interview loops, technical screens, debriefs, role scoping with the Engineering Manager          |
| Product & Roadmap:    | scope negotiation, technical estimates, stakeholder updates, launch reviews                      |
| Tooling & Platform:   | Jira, GitHub, Datadog, PagerDuty, GCP (GKE, Cloud SQL, Pub/Sub), Terraform                       |
| Engineering:          | Ruby on Rails, React, TypeScript, PostgreSQL, Kafka, REST and GraphQL APIs                       |

## EDUCATION

|                        |                                 |                                    |
|------------------------|---------------------------------|------------------------------------|
| University of Waterloo | B.A.Sc. in Software Engineering | Waterloo, ON · Sep 2013 - Apr 2018 |
|------------------------|---------------------------------|------------------------------------|

## WORK EXPERIENCE

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                          |                                   |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|-----------------------------------|
| Shopify                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Tech Lead                | Toronto, ON · Mar 2024 - Present  |
| <ul style="list-style-type: none"><li>• Tech lead for a team of <b>6 engineers</b> owning <b>checkout payments</b> for 2M+ merchants, setting the technical roadmap and running design reviews and the on-call rotation, while shipping code every sprint.</li><li>• Took the team from missing <b>2 of 3 quarterly commitments</b> to hitting every one for four straight quarters by introducing <b>WIP limits</b>, a weekly risk review, and <b>DORA</b> dashboards in Datadog.</li><li>• Ran the team's <b>hiring loops</b> with the Engineering Manager, scoping 2 senior roles, interviewing 30 candidates and chairing debriefs, closing <b>both hires in 9 weeks</b>.</li><li>• Mentored <b>3 engineers</b> through written growth plans and weekly pairing, writing the technical case that took one to senior and the promotion packet that took another to <b>staff</b>.</li><li>• Cut the on-call load by reviewing every page with the team and deleting or fixing the top offenders, taking <b>pages per week from 21 to 6</b> and getting the rotation back to a healthy cadence.</li></ul> |                          |                                   |
| Wealthsimple                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Senior Software Engineer | Toronto, ON · Jun 2018 - Feb 2024 |
| <ul style="list-style-type: none"><li>• Tech lead for the <b>trading settlement</b> service in <b>Ruby on Rails</b> and <b>PostgreSQL</b>, coordinating 4 engineers on a rewrite that cut settlement failures by <b>71%</b>.</li><li>• Mentored 3 junior engineers through structured onboarding and weekly pairing, two of whom were promoted within 18 months, which is where the interest in management started.</li><li>• Ran design reviews and the on-call rotation for 5 services on <b>GCP</b>, writing the runbooks and postmortem template the wider platform group adopted.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |                          |                                   |