

## Tony Tam

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### SUMMARY

Engineering leader & manager with 25 years of experience building large-scale software, recruiting and growing engineering teams, and enabling and training thousands of engineers to collaborate to do their best work. Empathetic technologist focusing on delighting customers through continuous data-driven and product-market fit methodologies. Community leader dedicated to building diverse, creative, and engaged teams.

### PROFESSIONAL EXPERIENCE

#### Sr. Engineering Manager, Productivity, Splunk, San Francisco, CA Feb 2020 – present

- Recruited and built a highly engaged, effective team of full-stack engineers, TPM, Sr. Manager of technical writing, and product managers to deliver services and tools for over 2,000 engineers
- Rebuilt GO URL Shortener with React and enhanced our NPS score to 81 with over 70% adoption across the company
- Built the first-ever developer portal in the company using OSS backstage.io to be the single place to find people, teams, services, send kudos, and documentation
- Built POC's for federated search, cycle time measurement, distributed compilation, windows automation, hackathon, and various tools to enhance productivity and remove manual toil
- Coached team members through regular 1-on-1's to support and enable them to do their best work.
- Created the vision, mission for the Engineering Productivity team and managed the prioritized backlog aligning with the company OKRs
- Collaborated with executives, stakeholders, engineers, manager, TPM, PM to align our team to the business goals
- Formally mentored more than 12 people at Splunk in engineering roles and non-engineering roles

#### Sr. Principal Engineer & Engineering Manager, Productivity, Splunk, CA 2016 – 2020

- Trained over 2,000 newly hired engineers with our Bootcamp, receiving a 50 Net Promoter score
- Created a proof of concept for and drove standardized CI tooling at Splunk
- POC and launched productivity tools such as GO URL Shortener, Hands-on Workshop learning platform, Cycle Time application order to measure and reduce manual work for all engineers
- Created the first-ever engineering handbook to enable thousands of engineers to collaborate asynchronously
- Led a team of 40 executives, managers, engineers to coordinate three successful fully remote Hackathons resulting in 200 hack demos, 20+ shipped hacks, 10+ patentable ideas; NPS score of 60 with 90% of participants wanting to participate again
- Founded the 'Engineering Productivity' function at Splunk to focus on onboarding, technical talks, community, Voice of the Customer, internal technical writing, and tools
- Part of the mentoring working group for Womxn In Tech ERG, helped founded the Womxn in Engineering sub-ERG, leading a Chinese @ Splunk ERG proposal

#### Sr. Principal Architect, Yahoo, Sunnyvale, CA 2008 – 2016

- Led a team to design and deliver a solution to reduce technical debt for 130 Yahoo websites, leading to 300 engineers being able to ship software multiple times a day

- Launched a technical mentoring program leading to 40 engineers reaching a peer-recognized expert level
- Led a tiger team to shift 900 engineers to continuous delivery for over 150 pipelines from their previous manual release processes
- POC Github Enterprise to shift the company from SVN to Git
- Evangelized automated UI testing using Saucelabs for the entire company

#### **Engineering Manager, Productivity, Yahoo, San Francisco, CA 2013 – 2014**

- Created a new team to focus on developer productivity, community, and happiness
- Built a continuous delivery pipeline for all Node.js software for over 200 repositories
- Spearheaded the first coding standards for C++, Java, and Javascript
- Led the effort for the first company-wide bug cleansing day resulting in a 30% stale ticket reduction

#### **Software Architect, Tech Lead, Yahoo Media & News, Sunnyvale, CA 1999 – 2008**

- Designed and built the #1 news website in the world, sustaining the most significant news day in US history, 9/11
- Technical lead and mentor for a team of 30 engineers to deliver news-based products to sustain the most demanding and diverse content needs of the industry
- Hands-on coding and leading teams to deliver Yahoo Weather data to the first iPhone and rearchitected the system to withstand billions of requests a day
- Collaborated with the general managers, advertising delivery teams, product managers, designers, editors, and external content partners (*New York Times*, *Associated Press*, *Reuters*, and 50+ newspapers) to produce and deliver timely and engaging Yahoo news content for 100+ million users.

#### **Member of Technical Staff, SGI, Mountain View, CA 1993 – 1999**

- Built the backend for Silicon Graphics's first customer support portal known as Supportfolio
- Was the lead developer for X11 UI software written in C installed on every new workstation to collect customer registration and software inventory
- Led a team to build and support the internal call tracking system, trained all US offices
- Developed tooling to scale Sybase backup, recovery, pruning, replication, and tuning SQL

#### **VOLUNTEER WORK**

**Founder**, [impactfulengineer.org](http://impactfulengineer.org) - Inspiring engineers through interviews with engineering leaders

**OSS Contributor**, AntennaPod podcast App - Java-based mobile app - I am the top 2 contributor.

#### **TECHNICAL SKILLS**

Java, PHP, Python, Javascript, Docker, Gitlab CI, Github Actions, Splunk, Kubernetes, MYSQL, Jenkins, Linux

#### **EDUCATION**

**University of California, Berkeley 1992**

Letters and Science, Computer Science