BRIAN RUNK
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(978) 415-9365

Engineering Manager   **Etsy**
May 2016 – present   Brooklyn, NY

- Built a diverse team of 12 engineers that exhibits consistent productivity, high morale and low turnover over a three year period.

- Introduced Agile processes to encourage a team-led, highly collaborative work environment with clear visibility on progress and predictable delivery dates.

- Managed the migration to a third-party email marketing platform. This involved the transfer of millions of data points, updated on a nightly basis as well as a highly-customized user experience for the internal marketing team. Project handled an average send volume of 10 million emails per hour.

- Managed the migration of customer support to a third-party platform. This system was included nightly and hourly data synchronization between Etsy's internal system. Created a highly customized, and uniform support experience for both customers and agents supporting an average of 2,000 per day.

- Launched the infrastructure required to enable Chat and Inbound Phone Support, extending availability to full 24 hour/ 7 day access.

- Developed and managed multiple applications to address Etsy's unique business, including an A/B Testing interface for email marketing analysis and a tool for consolidating the process of vetting Etsy shops and sellers for featuring in marketing and media.

- Regularly coordinated yearly development plans with executive stake holders and partner teams, communicating regular progress against KPIs each quarter.

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Engineering Manager   **Constant Contact**

Dec 2012 – Dec 2015   Waltham, MA

- Led the development & release of a rewrite of the company's main CRM app, with the team converting the code from Java to Ruby on Rails, simultaneous with a database overhaul from DB2 to an entirely new schema in MySQL

- Managed the migration of over 650,000 customers at regular intervals over a year and a half, each milestone marking an increase in customer data complexity and performance requirements

- Led a defect-reduction effort that marked a decline from over 300 to 34, with quality continuing to fall from an average of 25 released per month to a current low of 3

- Led the implementation of team-based Performance testing for Application Scaling and future Feature Development

- Instituted a Continuous Delivery Pipeline, reducing deployment overhead from 6 engineers over 2 days down to 1 engineer in 2 hours

- Personally recruited and hired twenty engineers, building out a diverse, full-stack team. This including creating an Apprenticeship program designed to grow high-potential candidates into permanent employees. Developed conference talks & speaking opportunities for team members and public coding events.

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Manager of Development   **America's Test Kitchen**

November 2010 – November 2012   Brookline, MA

- Directed the hiring and day-to-day work of engineers, contractors and partner firms while establishing associated team processes and communications standards

- Managed the development of www.onlinecookingschool.com, using Ruby on Rails and Backbone.js as frameworks for the entirely new application, resulting in the best retention of any product launched in company history. Developed the interactive instructional framework entirely in HTML5 & Javascript

- Coordinated integrations with third-party applications within the Cooking School site, including Disqus (online discussions), Zendesk (instructor/student communications and customer support), Braintree (payment processing and subscription management), Viddler (hosting and display of instructional videos)

- Oversaw the setup and administration of the application on Heroku (Rails & Postgres deployment and hosting), AWS S3 (image hosting), Google Analytics (overall site statistics), KISSMetrics (individual customer tracking and A/B testing)

- Led the redesign and technical overhaul of three individual sites (Cooks Illustrated, Cook's Country, America's Test Kitchen), unifying the design and application framework (using the same model developed for the Cooking School)

- Technical advisor for the migration of over two million users across multiple sites and subscription plans, managed by a third-party payment processor and user administrator, into a unified database with multi-site membership and single sign on capabilities.

Seventeen additional years of engineering and leadership experience

1994 – 2010

http://brianrunk.net