

# Marc Love

408.623.7129  
[marcslove@gmail.com](mailto:marcslove@gmail.com)  
[linkedin.com/in/marcslove](https://www.linkedin.com/in/marcslove)  
[marcslove.com](http://marcslove.com)

*Experienced, empathetic, effective engineering leader*

I'm a software engineer with nearly 25 years of experience in web and native mobile development. My most recent position was as Managing Director at Carbon Five. I lead top-notch, cross-functional product engineering teams that build innovative applications for companies of varying sizes and industries.

I excel at establishing and growing teams with a strong product development process and culture of agility, fast iteration, pragmatism, and psychological safety; translating business requirements into technical requirements; identifying and mitigating risks early; achieving organizational alignment across teams and disciplines; mentoring new leaders; balancing rapid iteration with quality of code; and facilitating healthy communication between product, sales, design, engineering, and other stakeholders.

## EXPERIENCE

### Carbon Five

JUN 2012 - DEC 2022 (10 YRS, 6 MO)

Worked in a variety of roles throughout my tenure, detailed below. Company was acquired in Nov 2021 by West Monroe. I assisted with the transition for the first year & resigned in Nov 2022 to enjoy some time off and dive into applied machine learning.

#### **Managing Director — *New York***

NOV 2020 - DEC 2022 (2 YR, 1 MO)

- Led a staff of 14 (engineers, product managers, designers) split across 3-6 projects. 6 direct reports, including 2 managers & 10 engineers
- Promoted & mentored 1 new manager, 3 new tech leads
- Recruited & hired 4 engineers, 1 product manager
- Maintained 85% retention rate during a tumultuous acquisition, significantly higher (20%+) than every other office in the company
- Lead author of the new engineering career model, with leveling expectations & requirements for hiring/promotion within the newly-merged organization

#### **Director of Engineering — *New York***

JUN 2019 - NOV 2020 (1 YR, 6 MO)

- Managed 4 direct reports
- Technical lead on 3 project teams, for clients Stitch Fix, Trace Data & Compass
- Mentored 2 new technical leads
- Lead author of our "Engineering Values," used to better align our leveling criteria for hiring/promotion and improve external comms with candidates & customers
- Continued initiatives that significantly increased workforce diversity (see below)

#### **Principal Engineer — *San Francisco***

JUN 2016 - JUN 2019 (3 YRS)

- Technical lead on 8 project teams, for clients including Coinbase, One Medical, Everlane & Citibank
- Mentored 3 new technical leads
- Continued initiatives that significantly increased workforce diversity (see below)
- Continued development of engineering internship program (see below)

## PROJECTS

See LinkedIn for full list of projects & details

## SKILLS

Cross-functional Team Leadership

Listening & Communication

Coaching & Mentoring

Project Management

Agile Development

Trust & Relationship Building

## EDUCATION

### **UC Berkeley**

#### **Haas School of Business**

*New Manager*

*Boot Camp*

JUNE 2019

### **Harrison Metal**

*Business Leadership*

JUNE 2019

### **Harrison Metal**

*General Management*

OCT 2015

## Senior Engineer — *San Francisco*

JUN 2012 - JUN 2016 (4 YRS)

- Technical lead on 11 client teams including Stitch Fix, Good Eggs, Groupon & Skype
- Mentored 4 new technical leads
- Developed engineering internship program (see below)
- Started initiatives that significantly increased workforce diversity (see below)
- Started initiative to share learnings & improve processes across projects (see below)
- Led & completed initiative to improve new employee onboarding (see below)

**Embry-Riddle  
Aeronautical University**  
*Aeronautical Science*

2001 - 2003

**De Anza College**

1999-2001

## Key Accomplishments

### Developed engineering internship program

- Wrote job description, created hiring rubric, designed interview loop, led interview teams, & made hiring decisions
- Sourced candidates specifically from underrepresented groups
- Developed onboarding & mentorship program tailored for the internship level
- Expanded internship team from just me to 6 people, including former interns. Provided coaching to others who now lead the day-to-day operations.
- 100% of interns since 2017 received a full-time offer after their internship completed (60% in first 3 years). 100% of interns who received a full-time offer accepted their offer. 100% of interns belong to one or more underrepresented groups in tech.

### Developed new mentorship & support programs for emerging tech leads

- Defined a new role for aspiring leads, establishing formal mentor-mentee relationships with their team's lead to address inadequate training, which was leaving new leads unprepared
- Helped start regular peer support meetings for leads, giving them a consistent & safe forum for knowledge sharing & collective troubleshooting

### Led initiatives that increased workforce diversity

- Initiated & led partnership with Code2040 from 2014-2022
- Added top-of-funnel recruiting sources focused on underrepresented groups
- Organized company's first unconscious bias training in 2014
- Established partnerships with community groups of underrepresented people
- Personally mentored & sponsored technologists from underrepresented groups
- Initiatives increased representation significantly from 2013-2022: Women 10% → 40%. BIPOC 15% → 37%. Black people 0% → 12%. Hispanic/Latinx people 0% → 7%.

### Led initiative to share learnings & improve processes across teams

- Recognized there was no formal process for teams to share knowledge with the rest of the company after completing a project, resulting in recurring problems that could have been mitigated through knowledge sharing & process refinement company-wide.
- Addressed by introducing two new methodologies to the company:
  - Post-project retrospectives where the team reflects on opportunities for improvement, identifies learnings worth sharing outside the project team.
  - Post-project debriefs where teams share their learnings with the entire company, make recommendations for refining process, and lead a Q&A.

### Led initiative to improve employee onboarding

- Recognized new employees had increasingly poor & inconsistent onboarding experiences

as the company grew

- Conducted interviews with recent hires to identify weaknesses & set baseline satisfaction numbers
- Operationalized the onboarding process with clear owners for each task
- Introduced buddy system to support new employees
- Increased satisfaction of new hires with their onboarding experience from 16% to 86% in the first year

## Obama For America

### **Project Lead** — *San Francisco*

APR 2012 - AUG 2012 (5 MO)

Led development of an application used by thousands of volunteers to organize housing & rideshares in battleground states. Designed, developed, and launched in two months.

## Stumpwise

### **Co-founder & CTO** — *San Francisco*

OCT 2009 - OCT 2011 (2 YRS, 1 MO)

Built an online organizing platform for congressional, state, and local candidates who needed easy-to-use, effective, and affordable tools. It made it easy for candidates to quickly create their campaign websites with features such as blogging, contribution processing, supporter email campaigns, supporter text messaging, and integration with Facebook & Twitter.