THOMAS KNICKMAN

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PROFESSIONAL EXPERIENCE

Momentive.ai (formerly SurveyMonkey)
Remote

Senior Software Engineer – Webplatform Team
Jan. 2020 – Present

- Co-owner of the Momentive GraphQL layer. Assist in schema design, code reviews, server development, and maintenance.
- Helped develop the GraphQL schema for surveys, questions, responses, and aggregations used by all developers for feature development across the site.
- Recognized as a subject matter expert for GraphQL, frontend development, node.js, react.js, and new page architecture.
- Led frontend page performance initiative, including webpack 5 migration, constructing and releasing an SPA framework for new pages improving end-user experience and reducing page bundle size by 32%.
- Executed developer productivity initiative and delivered custom chrome extension allowing users to preview pull request changes before deployment resulting in a 50% monthly reduction of compute costs.
- Managed project to develop internal API to connect Github, Jira, TeamCity, Confluence, Consul, Jenkins, PagerDuty, and Slack to support CD, notifications, status reports, and dashboards for all internal developers.
- Member of the developer productivity, education, frontend, and graphql working groups.
- Co-lead monthly onboarding for new frontend engineers of all levels

Senior Software Engineer – Analyze Frontend Team
Remote
Apr. 2018 – Jan. 2020

- Led engineering team of five engineers tasked with building the first solutions product at SurveyMonkey.
- Worked cross-functionally with design, product, and engineering to drive the strategy and successful delivery of the highest ARPU product in the company.
- Partnered with the Webplatform team to write core frontend components and shared libraries needed for legacy page migrations.
- Migrated the first page from the legacy code base (python) to the new platform (react, node.js, graphql) - delivering a 30% faster TTI, and improved UX.
- Helped architect, build, and release the first cross-tabulation analysis product at SurveyMonkey.

Under Armour
Baltimore, MD

Lead Software Engineer – Top of Funnel (Customer Acquisition & Product) Team
Jul. 2017 – Apr. 2018

- Led team of four engineers across two time zones primarily focused on the development of features that allow customers to discover, and engage with products on underarmour.com
- Served as owner of over fifteen UI components, API's, and services written primarily in Node.js and React - including the Under Armour home page, product detail pages, and product grid pages.
- Performed all code reviews for contracted engineers and advise on site architecture and approach
- Led integration with Adobe for analytics, testing, and targeting

Senior Software Engineer – Top of Funnel (Customer Acquisition & Product) Team
May. 2017 – Jul. 2017

- Worked directly with UX and Product to refactor and redesign the product detail page using React to be more performant, modern, and responsive.
- Implemented framework for centralized AB testing across all Under Armour code bases.
- Developed an internal Chrome extension using React and Redux to assist all Under Armour developers with testing, bug reporting, and debugging.

SurveyMonkey
Palo Alto, CA

Software Engineering Manager – Benchmarking, Personalization, & Machine Learning Teams
Sep. 2016 – May. 2017

- Managed six direct reports across three teams and two time zones; tasked with building and managing features that provide context to survey results, increasing user engagement through customized product experiences, and scaling insights and iteration through machine learning.
- Led weekly scrum, plan agile sprints, oversee ticket assignment, and manage releases for eight application services.
- Collaborated with product teams to set quarterly plans and goals; advise and assist reports on engineering issues.
- Oversaw the release of the company's first end-to-end machine learning model for survey classification and built SurveyMonkey's first inventory / checkout system for the benchmarks products.

Software Engineer II – Benchmarks Team Jan. 2016 – Sep. 2016
Software Engineer I – Benchmarks Team Jun. 2014 – Jan. 2016
- Served as owner of two core Python backend services (benchmark service and autocomplete service) which routinely processed and served several GB of data.
- Contributed production code to nine Python backend services and two customer-facing JavaScript/HTML/CSS web apps.
- Led deployment of a four-node distributed system (SOLR Cloud managed by Zookeeper) and associated ETL process from conception to production .
- Increased test coverage on core SurveyMonkey services by over 70%.

Traitify **Baltimore, MD**
Software Engineering Intern – Development Team *Dec. 2013 – Jan. 2014*
- Worked with the development team of a profiling service that connects clients to interests and relevant education courses.
- Created a web application with a backend in Ruby/Sinatra and a front end built from Bootstrap to dynamically generate documentation for both versions of Traitify's public API .

SurveyMonkey **Palo Alto, CA**
Software Engineering Intern – Platform Team *May 2013 – Aug. 2013*
- Helped develop and launch a new public API that enabled third-party developers to manipulate output response data, survey information, and response count.
- Created an application in Python/Pyramid that linked SurveyMonkey and Evernote functionality.

AWARDS

Innovator of the Year **SurveyMonkey**
SurveyMonkey Engineering Awards - Connect Conference II *2021*

The Toolmaker **SurveyMonkey**
SurveyMonkey Engineering Awards - Connect Conference I *2020*

EDUCATION

Franklin & Marshall University **Lancaster, PA**
B.S. Computer Science, GPA: 3.45 / Major GPA: 3.75 *June 2014*

TECHNICAL SKILLS

- **Languages:** Javascript, GraphQL, CSS (SASS / LESS), Python, Ruby, C++, PHP, HTML, SQL, MySQL, SQL Server, Shell, Ansible
- **Frameworks:** Python (Pyramid/Flask/Django), Ruby (Ruby on Rails/Sinatra), JavaScript (React/Node/Express/Backbone/Redux)
- **Platforms:** Linux, OSX, Web, Unix
- **Technologies:** AWS, GCP, Docker, Kubernetes, SOLR, Elasticsearch, Zookeeper, Kafka, Memcached, Redis, Consul, Ansible Vault
- **Software & Other:** VSCode, IDEA/PyCharm/RubyMine, Git, xCode, JIRA/Confluence, Jenkins, TeamCity, Spinnaker, Photoshop, Premier/After Effects, Final Cut Pro
- **Practices:** Agile Development, Continuous Delivery, Test Driven Development, Pair Programming

ADDITIONAL

- **Volunteerism:** oversee A/V production bi-monthly at the Epic Church of San Francisco (2014 – 2017)
- **Open Source**: contributor to next.js turborepo, testing-library, probot, storybook, browserslist, apollographql, react-hook-form, create-content-loader