Thomas Clark

Sr. Engineering Leader — Full-Stack, Mobile and Applied AI. Team Builder. Culture First, Performance Always.

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SUMMARY

20+ years of experience spanning enterprise and growth-stage SaaS, from large complex organizations to companies in active transformation. Proven ability to improve delivery and operational discipline, connecting technology decisions to real business impact. Known for building strong engineering cultures, growing leaders from within, and driving quality that scales. Experienced leading remote and distributed teams and working across Product, Customer Success, and commercial teams to keep engineering aligned with company strategy and long-term growth. Hands-on with emerging AI tooling, including custom Claude skills for workflows like Early Availability call summarization.

Came up from support, through quality engineering, into engineering leadership, so customer impact shapes how I lead. Favors a holistic testing strategy that supports rapid iteration without sacrificing quality, with automation built into the pipeline and quality owned by the whole team. Open to VP of Engineering roles.

EXPERIENCE

ServiceTrade

March 2022 – Present

Director of Engineering · October 2026 – Present

Sr. Software Engineering Manager · March 2022 – October 2026

- **Business Impact:** Owned engineering across multiple core revenue-generating products while the business more than doubled — CARR grew 108% from $23.9M in 2022 to $49.6M in 2025.
- **Org Leadership:** Built and scaled engineering teams spanning iOS, Android, AI Platform, and full-stack product development, with a culture centered on ownership, quality, and developing strong leaders from within.
- **Product & Customer Partnership:** Owned product strategy and roadmap alongside Product, translating business outcomes into engineering priorities. Co-led Early Availability programs with Product and Go-to-Market, working directly with customers to prototype, iterate, and ship quickly.
- **Mobile Transformation:** Led a quality overhaul of the iOS and Android apps, lifting app store ratings from 2 stars to 4+ and contributing directly to customer retention and revenue growth.
- **AI Platform:** Identified the opportunity for an extensible AI Platform as the launchpad for agent-powered features. Delivered three production AI agents to market with a 73% reduction in agent costs.
- **Smart Tech Prep:** Guided the launch of an AI job and appointment summarizer with a built-in chatbot, now generally available, that gives technicians job and location details before arriving and answers follow-up questions, reducing calls back to the office. Directed implementation alongside a senior engineer, introduced Langfuse as the company's first AI observability layer (helping cut costs from prototype to production and speed up resolving early issues), and guided guardrail design. Technicians report saving 3–4 hours per week (anecdotal) and rate its usefulness 5–7 out of 7.
- **AI Scheduling:** Pivoted a team into a dedicated AI tiger team building Stella Schedule, an agentic AI-powered scheduling assistant now in early availability.
- **Agentic Development:** Drove adoption of agentic development tools including Cursor and Claude by setting team exploration goals, creating space to experiment, and consulting on usage and outcomes. Partnered with the AI Transformation Lead to upskill teams and ran the company's first "FastFusion" two-day feature delivery events.
- **Delivery & Operational Excellence:** Overhauled CI/CD, test automation, root cause analysis, and project tooling, using cycle time and change failure rate to drive decisions and intentional tech debt management.

- **Cloud & Infrastructure:** Led AWS infrastructure improvements across EKS, Fargate, Lambda, SQS, RDS, and EC2 with GitHub Actions CI/CD, strengthening reliability, observability, and operational readiness.

Cengage
February 2019 – April 2022

Manager, Software Development Engineering · March 2021 – April 2022

- **Engineering Leadership:** Led two engineering teams on Ed2Go, driving quality and delivery improvements while collaborating across the broader organization.
- **Culture & Community:** Founded and led the company-wide Software Testing Guild across a 600+ person engineering organization spanning 9+ products — 17 sessions averaging 20–30 engineers, one of the most active volunteer engineering communities at the company.

Manager, Software Development Engineering in Test · February 2019 – March 2021

- **Quality & Delivery Leadership:** Provided matrix leadership across four product and platform teams, managing 15 QA engineers and raising quality and testing standards well beyond direct reporting lines.
- **Test Automation Framework:** Led development of the company-wide Content Test Automation Framework, improving detection of content quality issues and platform bugs across mission-critical products for students and educators.

Netsertive
October 2014 – February 2019

Quality Assurance Manager · Lead QA Engineer · Sr. QA Engineer

- **Quality & Delivery Leadership:** Progressed from individual contributor to QA Manager, building and leading quality engineering teams. Helped move production deploys from bi-weekly to daily through improved test strategy and automation coverage.
- **Automation Foundation:** Built the organization's first UI test automation frameworks and unified sprint testing workflows, improving delivery speed and reducing cycle times.

EARLY CAREER

Farragut Systems — Senior QA Engineer · 2012 – 2014
Led cross-functional teams for large-scale government system implementations, including the NC Vehicle Tax and Property Tax systems.

The Audio Dojo — Founder & Owner · 2010 – 2012
Operated a professional recording studio, managing business operations, client relationships, and creative production.

LexisNexis — Senior QA Engineer & Team Lead · 2004 – 2010
Led a team of six QA engineers across large-scale testing projects, including offshore team coordination, mentorship, and career development.

EDUCATION

North Carolina State University — B.A. Psychology, Sociology Minor · 2004
Graduated with Honors · Gamma Beta Phi Honor Society