

# Marc Lapierre

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## PROFESSIONAL SUMMARY

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With over **10 years of engineering leadership** experience and more than **20 years developing software**, I've led engineering leaders and departments of up to 35 people through re-orgs, hyper-growth, downsizing, and countless technical and business driven challenges. Balancing long-term vision, short-term strategy, and a human-first culture, I lead through high-trust relationships and clear communication. Let's build amazing things together.

## KEY SKILLS

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**Business:** Roadmap Ownership, Product Management, Vision & Strategy, OKRs & KPIs, Cost Management

**People:** Performance Management, Individual Growth Plans, Coaching, Mentorship, Hiring, Staffing Plans

**Technical:** Ruby, Rails, SQL, Elasticsearch, Git, Docker, CI/CD, API Design, Software Architecture, Agile

**AI:** Generative AI, AI Assisted Development, AI API Integration, various models and tools (GPT, Claude, Gemini)

## ENGINEERING LEADERSHIP EXPERIENCE

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### Senior Development Manager

2023 – Present

*Clio*

*Remote, Canada*

- Increased **AI development tool adoption** through rituals focused on sharing wins and discussing challenges.
- Shipped **AI** features such as automatic document summarization to **enable new revenue streams**.
- **Scaled performance** of document management to **unlock sales** to larger firms (up to 250 users).
- Partnered with **VP and C level** stakeholders to create a multi-year, multi-product strategy and roadmap.
- Introduced **Agile** and **SDLC** methodologies, automated testing, **CI/CD**, and policies for managing incident response and critical security vulnerabilities (**CVE**) to an acquisition.
- Owned quarterly **OKRs, SLOs, CAPEX, and SR&ED** commitments for all teams, and worked in a triad model with Product and Design partners to achieve them.
- Reduced the timeline for a project's build phase from **8 weeks to 2 weeks** without cutting scope by working with the team to reevaluate their approach.

### Software Development Manager

2016 – 2023

*Shopify*

*Ottawa, Canada*

- Led **12 direct and 20 indirect reports** across multiple high-performance **remote** and **on-site** teams.
- **Reduced error rates** in the billing reconciliation system **by 80%** across the partner ecosystem.
- **Created new revenue streams** by adding managed billing between partners and merchants.
- **Scaled** international partners **10x in one year** by localizing the partner dashboard.
- Built a distributed data reconciliation system which **increased data consistency to >99.999%** between SQL and Elasticsearch which **reduced replication delays from 6 hours to a few seconds**.
- Managed education, team placement, and mentorship programs for **80 interns** in our Dev Degree program.
- Introduced **Generative AI** to automate content generation of store pages for Metaobjects.

### Engineering Team Lead

2011 – 2016

*QNX*

*Ottawa, Canada*

- **Led architecture and development** of QNX CAR, a modular automotive infotainment framework.
- Scaled the engineering team from **3 to 8** developers, and on-boarded our first ever interns.
- **Created concept vehicles** for CES and other trade-shows in collaboration with design and hardware partners.
- Scaled system performance **over 300x** for a key OEM client by advising on their system design.
- Partnered closely with sales and marketing to create **customer training** sessions and materials.

## EDUCATION

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**CEGEP de Sherbrooke**

2002

*Computer Science*

*Sherbrooke, Canada*