

Greg Conklin

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Engineering leader with 25+ years of experience building iconic and award-winning consumer Internet, mobile and enterprise products powered by massively scalable data processing platforms at early-stage startups through large public companies.

PROFESSIONAL EXPERIENCE

Dropbox

Vice President of Engineering, Dropbox Core

Seattle, WA (Remote) – June 2022 - August 2024

Dropbox is on a mission to design a more enlightened way of working. 700+ million users across 180 countries.

Led the Dropbox Core organization of 500+ engineers responsible for Dropbox file sync, transfer, collaboration and security products across web, desktop and mobile, including many new products and acquisitions such as Dropbox Replay, Dropbox Sign, FormSwift and DocSend. These products represent the entirety of Dropbox's \$2.5B ARR. A member of Dropbox's senior executive team (S-Team) driving product, technical and talent strategy for the company.

- **FY 2022, 2023:** Achieved 7.7% and 7.6% YoY growth (9.4% and 9.3% on a constant currency basis).
- **Reversed multi-year declines** in sign-ups (to 20+% YoY growth), active users and teams growth (to 16% YoY growth).
- **Execution Focus:** Pivoted engineering toward a strong execution culture, focusing on high output and engineering craft. Doubled engineering velocity in growth engineering and other teams.
- **Launched** major redesign of the consumer-facing and admin-facing products focused on team usage and virality.
- **Launched** Dropbox's next generation of products in video, AI and security, driving them to product-market fit and initial business success.
- Grew our **remote and international** engineering presence.

98point6

Sr Director of Engineering, Patient and Physician Experience

Seattle, WA – March 2021 - November 2021

98point6 delivers on-demand diagnosis and treatment from board-certified physicians via robust ML-based automation, recommendations, and secure in-app messaging.

Led engineering across six teams responsible for all patient and physician-facing experiences, real-time diagnosis and treatment recommendations, backend infrastructure for case assignment, and the development of blended ML and Expert Systems-based automation. All development required strict handling of patient medical data in a highly regulated space.

- **Led cross-functional effort to re-architect and rebuild the company's diagnosis and treatment automation**, including backend architectures, mobile apps, and physician-facing web consoles. This platform combined physician-determined best practices with Machine Learning to reach fully automated diagnosis recommendations with 70%-90% accuracy.

Dropbox

Sr Director of Engineering and Seattle Site Lead

Seattle, WA – January 2017 - March 2021

Led the Dropbox for Work organization of 180 engineers, building a range of cross-platform products and the underlying development platforms. These include company-wide build, test, and monitoring systems, search and intelligence products, and the core file-sharing platform. Grew revenue 20% YoY to a \$700MM ARR business unit.

- **Rebuilt the Dropbox search engine** to handle 250B documents across 500M users with ML-based ranking, robust document understanding, and a high rate of content indexing. Resulted in a 30% improvement in search result accuracy and removed a top 3 customer pain-point. [[Dropbox Tech Blog Post](#)]
- **Built Dropbox's ML product platform**, including critical features it enabled, such as [image search](#) and [file recommendations](#), while enforcing strict customer data protections.
- **Led the re-architecting of Dropbox's core File Sharing technology** to eliminate systemic security and privacy risk, increase feature development velocity across the company, and reduce engineering toil.
- **Seattle Site Lead:** Grew the Seattle office from 120 to 250 people over 2 years, with strong culture and employee engagement scores, increased gender diversity, and held top company retention numbers.

Groupon

VP of Engineering, Consumer Applications

Palo Alto, CA and Seattle, WA – April 2011 - August 2016

Groupon offers consumers a vast marketplace of unbeatable deals all over the world.

Led 140 people across several engineering organizations, including Groupon Infrastructure and Platform, Web and API platforms, Groupon Mobile, and Groupon Getaways.

- **Groupon Web:** Rebuilt the global Groupon website from the ground up, providing out-of-the-box integration with metrics, logging, deployment, testing, backend service calls, A/B testing, etc. Then led the company-wide initiative to rebuild all web properties with this new distributed platform. The bulk of the effort involved about 100 engineers over 9 months.
- **Groupon Mobile:** Led Groupon's mobile app development from 30% to 60% of the overall business. Owned mobile analytics, including app instrumentation and real-time data pipelines. The Groupon App has been awarded Google's "Best Apps of 2014", and was among Apple's [25 Most Downloaded Free Apps](#).
- **Groupon Platform:** Ran Groupon's platform teams responsible for the frameworks and tools that run our 600+ microservices architecture. Teams include build and deployment tools, monitoring, metrics and analytics pipelines, core service frameworks, and Groupon's high-traffic, public-facing API platform that powers all consumer-facing products.

Pelago, Inc.

Head of Engineering

Seattle, WA – August 2008 - April 2011 (acquired by Groupon)

Pelago was founded to revolutionize the way people experience the physical world. Whrrl, our flagship product, created new discoveries and human connections based on real-world activity.

Led engineering through the hands-on technical design of mobile client applications (iOS, Blackberry, Android, J2ME, Brew, mobile web) and a distributed backend server architecture managing and fast accessing content across large social graphs.

- In a Player-Coach role, responsible for broad technical, architectural and product decisions while actively developing code throughout the system (iOS, web, infra).
- Architected Pelago's general-purpose, real-time personalization platform. Highly relevant and effective recommendations are generated based on item-to-item similarities between recommendations, real-world location check-ins and Whrrl and Facebook data.

Various Consulting Architect Roles

2007-2008

Held consulting architect roles at founding stage startups, including Twowei (video storage platform), Finsphere (two-factor auth for fin-tech), and Dotcoz (online giving site).

Yapta, Inc.

VP of Engineering

Seattle, WA – 2006-2007

Yapta takes advantage of airfare price volatility to alert consumers of potential savings. Named one of Time Magazine's "50 best websites" and Washington Technology Industry Association's "Consumer Product of the Year."

Reporting to the CEO responsible for designing and developing Yapta's complete product offering: A compelling consumer website and its underlying "trip tagging", price tracking and email alert technology. Key executive team member. Closed a \$2.3 million initial venture round based on the strength of our public release.

Revenue Science, Inc.

Development Manager

Bellevue, WA – 2004-2006

Reporting to the Chief Technology Officer responsible for the research and development of a large-scale multi-dimensional behavior targeting infrastructure, utilizing massively scalable data collection, processing and data mining technologies.

RealNetworks, Inc.

Director, Audio and Video Technology

Seattle, WA – 1997-2003

Reported to the Vice President, Product Development, responsible for the research and development of digital signal processing and compression technology. Led and conducted research into patented video compression techniques. Helped invent the original RealVideo technology, built for dial-up connections through high-definition video.

EDUCATION

Master of Science, Electrical Engineering, [Cornell University](#), 1999.

Bachelor of Science, Electrical Engineering, [Cornell University](#), 1995.