VICTORIA LOPEZ CLEMENTE

Software Engineering Manager | People & Technical Delivery

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I love the place where people and delivery meet. At Travix (Trip.com) I led and grew payments and checkout teams across Amsterdam and Shanghai through a platform migration, PCI DSS 4.0 and a reorg, with no loss in results. After 8+ years as an engineer and a planned career break, I'm excited to get back to building teams that trust each other and ship work they're proud of.

EXPERIENCE

Career Break & Professional Development

Jun 2025 – Present

- Planned career break including maternity leave from Dec 2025 to Jun 2026.
- Completed PRINCE2 Foundation, Project Risk Management, and AI in Project Management training; exploring how AI tools and agents change software delivery.
- Building side projects with AI coding agents (Claude, Linear, GitHub), including my personal site and mobile apps.

Travix (Trip.com Group), Amsterdam

2019 – 2025

Software Engineering Manager (2021–2025)

Up to 4 teams and 17 front-end and back-end engineers across Amsterdam and Shanghai · payments and checkout

LEADING PEOPLE AND TEAMS

- Stepped in as an interim EM of a payments team that was losing people and **doubled it within a year**. Confirmed as EM with an exceeds-expectations rating.
- Grew engineers into bigger roles: **6 promotions**, including 3 **Tech Leads** and a **Team Lead**, and a team member prepared to act as **interim EM** during my leave.
- **Set up a Design System team** with two senior front-end developers from different teams and a designer, owning a roadmap and a Figma-to-code design-token pipeline.
- Took over a second team during a peer's leave; **all 8 milestone epics delivered on time**.

DELIVERING TECHNICAL CHANGE

- **Migrated 100% of payment traffic across ~45 websites** to Trip.com's platform by Feb 2025, leading the team that owned the platform; A/B-tested rollout with no loss in results.
- **Delivered PCI DSS 4.0 on time** in 2024 alongside the migration, with a delivery plan that flagged deviations early.
- Completed the rollout of a redesigned payment platform to **all 43 affiliates** (Jan 2022), approving **an extra 20% of PayPal transactions** on 9 sites and **an extra 7% of US transactions** by moving fraud checks before authorisation.
- Improved platform reliability with the team through owned postmortem actions, fixed end-to-end tests and Prometheus/Grafana alerting, resulting in far fewer live issues.
- Incident Commander for production incidents; helped define the company's incident-commander role and ran cross-team incident response drills.

Full-Stack Engineer (2019 – 2020)

- Built backend and frontend for a distributed payment platform, including asynchronous payment confirmation flows and Grafana/Prometheus dashboards.
- Integrated Klarna, Apple Pay, Worldline and Braintree, and delivered GDPR and 3DS 2.0 compliance changes.

Ticketmaster, London

2017 – 2019

Software Engineer & Scrum Master

- Built backend services in C#/.NET and T-SQL and supported the move from a monolith towards microservices.
- Facilitated Agile ceremonies and drove TDD and code reviews, contributing to a 20% increase in release velocity.

Earlier Engineering Experience

2012 – 2017

- Software Engineer, Ireckon!, Amsterdam (2015 – 2017): APIs and data access for hospitality systems (C#, .NET).
- Software Engineer, Rogan Delft, Utrecht (2013 – 2015): Radiology Information System software (C#, SQL).
- Co-Founder & Head of Tech, Mystar-Japan Business Solutions, Tokyo (2012 – 2013): sole technical owner of architecture, development and delivery of client projects.

SKILLS

Engineering management: Coaching & career development, hiring & onboarding, team building, change management, distributed teams, performance feedback, stakeholder management

Delivery: Roadmap & capacity planning, risk & dependency management, cross-team coordination, incident management & postmortems, Agile/Scrum, PRINCE2 Foundation

Technical: Distributed systems, payments platforms, system integration, observability (Grafana, Prometheus), GCP (Datastore, Pub/Sub, BigQuery), C#/.NET, React, SQL/NoSQL, REST APIs, CI/CD

Compliance & tools: PCI DSS 4.0, GDPR, 3DS 2.0, Jira, Confluence, Linear

EDUCATION & CERTIFICATIONS

M.Sc. Software Engineering & Information Systems — Universitat Politècnica de València (2012), thesis research at the National Institute of Informatics, Tokyo

B.Sc. Computer Engineering — Universitat Politècnica de València (2010), Erasmus in Prague (2009)

PRINCE2 Foundation (PeopleCert, 2025) · Project Risk Management (Coursera, 2025) · AI in Project Management and AI Challenges & Opportunities for Leadership (LinkedIn Learning, 2025)

LANGUAGES

Spanish (native) · English (full professional) · Dutch (B1)