KYLE SIMMONS
Director of Engineering

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Professional Summary

Strategic and results-driven Director of Engineering with 15+ years of experience scaling high-availability platforms, leading DevOps transformations, and building secure, distributed systems. Proven ability to grow high-performance teams, streamline engineering operations, and deliver multi-million-dollar outcomes through platform modernization, infrastructure automation, and API lifecycle management. Experienced in collaborating with executives to align technology with strategic business objectives.

Key Achievements

- Recovered $2M in annual revenue by resolving critical billing flaw across multiple fee charging applications.
- Refactored antiquated code in VB 2 to Golang and modernized C# 7.3
- Implemented and trained multiple teams on safe utilization of GitHub Copilot AI for increasing productivity.

Certifications

PCIP Certification – PCI Compliance Professional

Technical and Soft Skills

Technical Leadership: Strategic Planning, Mentoring, Stakeholder Engagement, Team Building, Risk Management

DevOps & SRE: CI/CD, Monitoring (New Relic, Cronitor), Disaster Recovery, Incident Management, Automation

Programming: Go, C#, Python, PowerShell, SQL, JavaScript, React, Node.js, Next JS

Cloud & Infra: Azure, Docker, Kubernetes

Tools & Methodologies: Git, Agile, Kanban, Scrum, Performance Tuning, Security Audits

Fintech Skills: Card Issuing, Network Transaction Processing, ACH Processing, NACHA file format, PCI Security best practices

Business Development and KPI: Zendesk report writing, ROI technical assessment on new developments, RCA author, Process and Procedure author, R&R/SOR Author for new team creation, team/department budget management

Professional Experience

USIO – Austin, TX

Platform Engineering Manager (Progressive Roles)
2021 – Present

- Built and led a high-performance platform engineering function; directly managed 3 engineers and influenced 30+ cross-functionally across multiple technical and non-technical teams.
- Re-architected Core API authentication and authorization flows without service disruption.
- Rebuilt server infrastructure post-ransomware in under two weeks, restoring secure operations while maintaining day to day operations were completed with minimal downtime.
- Collaborated with CEO, CTO, and CPO to prioritize tech debt, observability improvements, and platform-wide process modernization and automation.
- Designed and implemented GitHub CI/CD pipelines to VM hosts, Container Apps, and Azure App Services reducing deployment time by 40%.
- Integrated ticketing best practices and created new self-service and automation features, cutting resolution times by 90% and customer wait times by 80%.
- Reduced Azure cloud spend by 20% while improving scalability through cost-optimization strategies and architectural improvements.
- Led recruitment and onboarding for multiple engineering roles; implemented mentoring initiatives enhancing retention and team impact.

Arcadium Technologies – North Richland Hills, TX

Software Support & Security Engineer
2019 – 2021

- Developed and secured CRM tools with C# and T-SQL, cutting inventory processing time by 25%.
- Automated billing and tax document generation workflows, reducing preparation time by 60%.
- Led network security protocol implementation and system monitoring post-ransomware, ensuring long-term stability.
- Enhanced reporting infrastructure via SSRS and TSQL optimization, reducing report generation from minutes to seconds.

Simmons & Son Trucking LLC – Canyon Lake, TX

VP of Operations & IT (Part-Time)
2010 – 2019

- Modernized dispatch and logistics via FleetManager and QuickBooks, improving operational efficiency.
- Built and deployed 3D-printed parts and multi-channel communications to enhance fleet performance nationwide.
- Automated CRM and accounting workflows with custom C# and JavaScript tools, increasing productivity and visibility.