Colm Doyle

Senior Engineering Manager

61 The Priory
Rathfarnham
Dublin 16
D16R621
Ireland

+353 (87) 9799685
colm@cdoyle.me

—

About me

I am a results-driven engineering leader with a strong track record in various leadership roles. Currently serving as a Senior Engineering Manager at Intercom, I have been instrumental in driving high-performance software engineering teams across diverse technology stacks, contributing to the delivery of world-class software products.

—

Experience

Intercom / Senior Engineering Manager
SEPTEMBER 2022 - PRESENT

At Intercom I'm responsible for a diverse number of areas, primarily focused around 3rd Party **Platform** products (https://www.intercom.com/customer-data-platform), and the development of **phone** based channel solutions (https://www.intercom.com/phone). I've learned a lot about creating an entirely new aspect of a well established product, as well as setting a new approach to their **developer community**.

Slack / Director of Developer Relations
MARCH 2018 - JUL 2022

As a member of the **Platform** team at Slack, I led a team of five engineers that were focused on providing a world class **developer experience** for companies who chose to build integrations with us. I joined as the first Developer Relations hire in EMEA, before leading a globally distributed team. I learned how to balance the needs of multiple stakeholders, both external and internal. During my time at Slack, I was also a member of the Major **Incident Response** team, a group of engineers who were oncall and led the response to major incidents that impacted the uptime of the service. That work taught me how to rapidly prioritise and react to problems.

Kitman Labs / Engineering Manager
OCTOBER 2014 - FEBRUARY 2018

Joining as an early employee, I was initially responsible for Kitman's **mobile** products, before eventually **managing** the entire engineering team of 13 engineers across all stacks, from mobile to infra. It was at Kitman that I had my first experience of leading **high performing engineers**. I learned how you take a product to market, and mature a tech stack from a prototype to a production level product that handles the **sensitive health data** of many thousands

of elite level athletes.

Facebook / Software Engineer

I worked across multiple teams in my time at Facebook, joining as one of the **first 150 employees** in EMEA, then spending 18 months working from their HQ in California. In my time there, I learnt a lot about **scaling** systems to billions of users.

Skills

Over my career, I've worked across multiple technology stacks including - **NodeJS, TypeScript, Ruby & PHP/Hack**. On the infrastructure side, I'm most familiar with **AWS**, but have also worked with self hosted data centers, primarily at Facebook.

My time as an Incident Commander has given me a particular passion for **incident response**, in particular rapidly assessing problems, triaging and reacting. I've found that being skilled in these areas delivers benefits far beyond incident response.

Patents

I am listed as an inventor on three US patented inventions

- Developer tools for a communication platform (US11048486)
    - https://patents.google.com/patent/US11048486B2/en
- Developer tools for a communication platform (US10983766)
    - https://patents.google.com/patent/US10983766B2/en
- Developer tools for a communication platform (US10853061)
    - https://patents.google.com/patent/US10853061B2/en