

Kyle Dougan

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[LinkedIn](#) | [GitHub](#)

Technical Skills

Languages

Python · Rust · Java · JavaScript · PHP · HTML · CSS

Tools & Frameworks

Git · Visual Studio Code · IntelliJ IDEA

Professional Experience

Apple Inc. — Cupertino, CA

Software Engineer, Apple Services Engineering (IC 4) 2019 – 2025

- Designed and deployed business-critical, production-grade services that power Apple Services worldwide.
 - Partnered with cross-functional internal and external teams to ensure product quality and stability.
 - Monitored, reported, and escalated issues through the proper channels, providing clear status updates to stakeholders.
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Apple Inc. — Sunnyvale, CA

Software Engineer, App Review Infrastructure (SWE 3) 2013 – 2019

- Architected **AppClaim**, an automated routing system that classifies apps and reviewers, slashing review times from weeks to hours.
- Developed and maintained multiple internal tools that streamlined App Review operations.
- Acted as primary point of contact for critical incidents, facilitating prompt resolution and transparent communication.

Apple Inc. — Elk Grove, CA

Apple Developer Email & Phone Support Advisor *2011 – 2013*

- Piloted phone support for the Apple Developer Program, delivering expert guidance across Apple's product ecosystem.
 - Authored clear knowledge-base articles to improve first-call resolution rates for the AppleCare Contact Center.
 - Escalated technical and procedural issues to engineering teams, ensuring swift fixes and customer satisfaction.
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Apple Inc. / Volt Staffing — Elk Grove, CA

MobileMe Chat & Phone Support Advisor *2010 – 2011*

- Served as first-line support for both hardware and software inquiries, consistently driving high customer-satisfaction scores.
 - Documented solutions in internal databases, empowering colleagues with actionable troubleshooting guides.
 - Managed workloads with minimal supervision while meeting aggressive performance targets.
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Formal Training

Wyoming Technical Institute — Sacramento, CA

Automotive Technology Diploma *2009*

- Completed a comprehensive program in automotive technology, gaining hands-on experience in diagnostics and repair.
- Specialized in metal fabrication and custom paint, showcasing my ability to learn complex technical skills and apply them creatively.
- Developed strong problem-solving skills and attention to detail, which have been instrumental in my software engineering career.
- Participated in team projects that required collaboration and effective communication, laying the groundwork for my future roles in software engineering.
- Graduated with a focus on practical applications of automotive technology, which has translated into a methodical approach to software development and engineering challenges.