Kyle R. Wenholz

kyle@krwenholz.com

(406)546-9210

http://linkedin.com/in/kyle-wenholz/

WORK EXPERIENCE

Fay Nutrition Inc., Remote

Engineering   January 2025 - Present

- Designed and drove the backend migration of Fay's chat API off AWS's anemic Chime: supported thousands of new QPS to the endpoint without scaling up infrastructure, thousands of daily dietitian conversations never noticed, and maintaining full backwards compatibility for mobile clients unable to migrate immediately.
- Took Fay's first SOC2 audit from initial conversation to a clean Type 1 report in 60 days: owning and managing auditor selection and engagement, timelines, and risk assessment while handling all process and program creation for the entire company, not just engineering.

Languages and frameworks: Python, TypeScript, Postgres, React

* * *

Founder: Engineering, Product, and Sometimes Marketing Strategist

July 2024 - January 2025

Starting with Sport Sage (https://mysportsage.com), I tested startup ideas and learned about the running of a proper business. This included testing the latest in LLM and web technologies, soliciting user feedback, marketing, business operations, and, most importantly, delivering stellar user experiences.

Languages and frameworks: Gemini API, LLMs, Elixir, Phoenix, Fly.io, Grafana

* * *

ngrok, Inc., Seattle, WA, but mostly Remote

Director of Engineering   July 2021 - May 2024

I led the great folks in Engineering.

- Managed 4 managers with 4 product teams and 1 infrastructure team
- Drove monthly and quarterly planning processes across Product, Design, and Engineering
- Owned and analyzed engineering spend of over $300,000/month across multiple vendors, coordinating engineering to control costs through network analysis, capacity reservations, and contract negotiations
- Developed ngrok's SOC2 compliance program and penetration test for three successful audits
- Managed technical relationships with Databricks, Dunkin', and other customers, working with them on multi-cloud deployments of ngrok, new features, incident management, and capacity planning
- Partnered with Sales to increase Databricks' and Dunkin's contract values by 1.5x through improved value and usage of ngrok
- Interviewed hundreds of candidates for roles ranging from ICs to VPs across Engineering, Product, Marketing, and People
- Established on-call operations and external communications for incidents, reducing mean time to resolution from three hours to 10 minutes
- Successfully expanded the Engineering team from nine to over thirty skilled engineers (owning all recruiting functions for 15 of those hires)

Engineering Manager: Dataplane   November 2020 - June 2021

Coached, managed, and grew the Dataplane team. Brought in the first versions of multiple processes to improve communication, delivery, and happiness at ngrok: e.g. sprint planning, performance reviews, and cross-team syncs.

Languages and frameworks: Go, AWS, Protobuf, Datadog, Terraform, Kubernetes

* * *

Karat Inc, Seattle, WA

Engineering Leader: Delivery   March 2020 - November 2020

Coached, managed, and directed.

- ▸ Eight happy and successful direct reports
- ▸ 20% COGS reduction by finding process bottlenecks and value boosting opportunities
- ▸ 200 load balanced and performance managed interviewers across dozens of content formats
- ▸ 10s of thousands of conducted interviews supported by our suite of modern interviewing tools
- ▸ Managed Karat's SOC2 compliance program for Engineering, acheiving multiple successful audits
- ▸ Owned savings plan and negotiations for large software contracts: AWS and Twilio

Engineering Manager   March 2019 - March 2020

Built a small, mighty team of three with a focus all things data.

- ▸ Worked with a product manager to target customer's needs in yearly and quarterly OKRs, and projects
- ▸ Planned work with reports and executing on more than 70% of quarterly objectives
- ▸ Wrote software for non-blocking projects, including interviewer invoicing, interviewer onboarding enhancements, and data transformations across AWS Lambda and ECS
- ▸ Grew to six direct reports: software engineers ranging from intern to senior, data analysts, and a data scientist

Senior Software Engineer   March 2018 - March 2019

Tackled thorny problems with a small team.

- ▸ Designed and built a video chat application with Twilio to replace Google Hangouts
- ▸ Built best practices through a blameless postmortem culture, design documents, sprints, and healthy code reviews
- ▸ Organized and deployed all infrastructure as code with Terraform across a dozen AWS services with another engineer

Languages and frameworks: Python, Ruby, JavaScript, Rails, PostgreSQL, Metabase, AWS, WebRTC, Twilio, Terraform

* * *

Google, Seattle, WA

Software Engineer III   February 2016 - March 2018

Wrote robust code for a challenging problem space, focusing on fault tolerance and correctness. I led intern projects, designed and built CLI utilities for Google Cloud Services, and improved testing and observability of the Deployment Manager service.

Languages and frameworks: Python, Java, Google Cloud

* * *

Amazon.com, Seattle, WA

Software Development Engineer I and II Warehouse Deals   May 2013 - January 2016

Cut my teeth with an incredible engineering team working in a messy and expensive part of the logistics chain: automating manual workflows, improving inventory tracking, reducing translation errors with tooling, automating software deployments, and teaching and learning through talks and writing.

Languages and frameworks: Java, Spring, AWS

* * *

CentsLess LLC, Tacoma, WA

Co-Lead Engineer   May 2012 - January 2013

Built Lendingshack.com, a site for peer to peer sharing

Languages and frameworks: Python, Django, Bootstrap, Heroku

EDUCATION

Bachelor of Science in Computer Science and Mathematics

University of Puget Sound, 2013