Kyle R. Wenholz

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WORK EXPERIENCE

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

Director of Engineering   July 2021 - May 2024

I led the great folks in Engineering.

- Managed the technical relationship with ngrok's largest customer, Databricks, gathering requirements for their multi-cloud deployment of ngrok and coordinating new features
- Worked with Sales on a 1.5x increase in contract value for Databricks, citing improved value and usage of ngrok
- Owned the technical relationship with ngrok's second largest customer, Dunkin' Donuts, on uptime, incident management, and capacity planning
- Retained Dunkin' as a valued customer with over 1.5x increase in contract value despite incidents in the previous years
- Built out the first version of ngrok's SOC2 compliance program and vendor-conducted penetration test for three successful audits
- Reduced AWS spend from over $220,000/month (and trending upward) to $190,000 on AWS by analyzing network usage, instance types, reserved capacity, and service topology
- Built out on-call operations and external communications for incidents, driving mean time to resolution from three hours to 10 minutes
- Successfully expanded the Engineering team from nine to over thirty skilled engineers
- Managed 4 managers with 4 product teams and 1 infrastructure team
- Interviewed hundreds of candidates for roles ranging from ICs to VPs across Engineering, Product, Marketing, and People

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, Terraform

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Karat Inc, Seattle, WA

Engineering Leader: Delivery   March 2020 - November 2020

Coached, managed, and directed

- Managed data analysts and scientists to create a suite of resources for sales engineers and customer success, driving customer retention and contract expansion with analytics and insights
- Managed Karat's SOC2 commitments and compliance program for Engineering, resulting in multiple successful audits
- 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

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

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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

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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

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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