Kyle R. Wenholz

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WORK EXPERIENCE

Fay Nutrition Inc., Remote

Engineering   January 2025 - Present

- Led Fay's first SOC2 audit from initial conversation to a clean Type 1 report in 60 days and a clean Type 2 in 120 days
- Implemented Fay's first full continuous service deployment pipeline in GitHub Actions: tripled daily deploys per developer, saved developers an average of an thirty minutes per day, and reduced mean time to change by half an hour
- 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, downtime, or force-migrating lagging mobile platforms
- Rolled out AI tooling with Claude Code in GitHub Actions and local for PR reviews, code authoring, and search
- Led the backend implementation of in-app referrals: building for iOS and Android partners and launching to quick adoption by users

Languages and frameworks: Python, TypeScript, Postgres, React, AWS Fargate

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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 delivering magical user experiences.

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

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

Director of Engineering   July 2021 - May 2024

- 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

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Karat Inc, Seattle, WA

Engineering Leader: Delivery   March 2020 - November 2020

- ▸ 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

- ▸ 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 the team to six direct reports: software engineers ranging from intern to senior, data analysts, and a data scientist

Senior Software Engineer   March 2018 - March 2019

- ▸ 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