

Kyle Louis

114 Elmgrove Avenue #2
Providence, RI 02906
415-307-2951

k@kydlo.com
www.kydlo.com

Mobile Build Engineer – DoubleDutch, Inc.

July 2016 – Present

- Wrote new automation script for iOS app creation, part of a larger, complex cloud-based system.
- Took on the responsibilities three previous direct reports.
- Systematically updated all apps to new login system and new CMS back end.
- Wrote tools for non-technical Customer Experience team and offshore support team.
- Built, published, and managed updates for more than 4100 apps.

App Operations Team Lead – DoubleDutch, Inc.

October 2015 – July 2016

- Resumed role as Team Lead remotely.
- Wrote and maintained scripts to accelerate speed of production.
- Mentored and help promote 4 direct reports to the Engineering department.
- Established new app production system. Production speed increased 4x.
- Team reduced from 8 down to 4 members due to increased efficiency.
- The team built, published and managed updates for more than 3500 apps.

Senior App Producer – DoubleDutch, Inc.

July 2014 – October 2015

- Interviewed and hired 8 team members, with 4 direct reports in 2 continents.
- Led planning and initial development of app production system rewrite.
- Worked with CE team to analyze data from Zendesk to determine and prioritize tools to build and scripts to write.
- Became a remote employee.
- The team built, published and managed updates for more than 2400 apps.

App Operations Manager – DoubleDutch, Inc.

September 2013 – July 2014

- Interviewed and hired 4 direct reports.
- Led team to take on responsibilities from engineering.
- Wrote and collaborated on automation and new processes. Production speed increased 2x.
- Regularly met with company leadership to ensure team goals were aligned with company needs.
- The team built, published, and managed updates for more than 1200 apps.

App Operations – DoubleDutch, Inc.

November 2012 – September 2013

- Established baseline protocols for systematically creating apps.
- Reduced standard app production time from more than 8 hours to less than 3 hours.
- Took over all aspects of app production which allowed customer-facing teams to focus on client relationships.
- Assisted Engineering team transition from SVN to GitHub Enterprise.
- Built, published and managed updates for more than 400 apps.

Genius – Apple Store Hillsdale, San Mateo, California

November 2010 – November 2012

- Facilitated appointments and repaired full range of Apple products.
- Regularly called upon to troubleshoot difficult issues as well as recall obscure details.
- Gave feedback and training to peers to ensure that customers expectations were exceeded and new hires were able to competently take appointments as quickly as possible.
- Provided one-on-one training sessions for beginners, advanced users and business customers.

Education University of Cincinnati – B.S. Industrial Design 2010

Skills Bash/Shell scripting, Git/GHE, Salesforce, Atlassian Confluence, JIRA, Adobe Creative Suite, Zendesk, iTunesConnect, Google Play, TeamCity, Jenkins, Helpshift, Pivotal Tracker, Trello

References

Lawrence Coburn, CEO, DoubleDutch, Inc.
Tim Isganitis, Senior Director of Engineering, DoubleDutch, Inc.
Ciara Trinidad, Head of Diversity, Inclusion & Belonging, Blend
Stephen Dimmick, CTO, Fuzzy Inc.
Aaron Lapierre, Director of Customer Success, UserVoice