

# Colm Doyle

## Senior Engineering Manager

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### About me

I am a results-driven engineering leader with a strong track record in various leadership roles. Currently serving as a Senior Engineering Manager at Intercom, I have been instrumental in leading high-performance software engineering teams across diverse technology stacks, contributing to the delivery of world-class software products.

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### Experience

#### Intercom / Senior Engineering Manager

SEPTEMBER 2022 - PRESENT

- Led the creation of Intercom Calling (<https://www.intercom.com/phone>), an entirely new feature at Intercom. The beta release of Phone was one of the most successful betas at Intercom, gaining over 5,000 customers before launch.
- Migrated from manually generated documentation and Postman collections to an automated **Open API** approach, saving hours of developer time per release on developer learning materials, as well as validating the accuracy of the Intercom API.
- I've learned a lot about creating an entirely new aspect of a well established product, as well as setting a new approach to their **developer community**.

#### Slack / Director of Developer Relations

MARCH 2018 - JUL 2022

- **First** Developer Relations hire in EMEA, making me responsible for all aspects of Platform in the region, working with everything from App Store developers to large enterprise IT teams. In this role, I fostered new relationships between Slack's Product Org and Sales teams, driving **awareness** of the platform and increasing **retention** in the EMEA region.
- Led the Global Developer Advocacy team, driving initiatives to increase the **quality** of the code samples provided to customers, produce **new learning materials** in multiple formats (code/text/video), contributing to a **reduction in "Time to Hello World" from nearly 45 minutes to 5**.
- Drove the beta of a major Platform shift, managing the participation of all customers, **collating and refining their feedback** and working across multiple **cross functional teams** to make sure it was actioned.

- Represented Slack at numerous events, ranging from small meetups, to **large developer conferences** such as WeAreDevelopers, or TrailheadDX, the flagship developer event for Salesforce
- With a focus on **recruiting**, built a pipeline with an emphasis on diversity to create a high performing team of five engineers.
- Member of the Major **Incident Response** team, a group of engineers who were oncall and led the response to major incidents that impacted the uptime of the service. That work taught me how to rapidly prioritise and react to problems.
- Designed and built **Slack Developer Tools** (<https://sdt.builtbyslack.com/>), a tool that enabled developers to access API information inside Slack itself. This product led to **three patents** in the area of Developer Education.

## Kitman Labs / Engineering Manager

OCTOBER 2014 - FEBRUARY 2018

Joining as an early employee, I was initially responsible for

- Kitman's **mobile** products, before eventually **managing** the entire engineering organisation
- Mentored a team of **thirteen engineers** across all stacks, from mobile to infra and all experience levels, from new graduates to Principal
- It was at Kitman that I had my first experience of leading **high performing engineers**.
- I learned how you take a product to market, and mature a tech stack from a prototype to a production level product that handles the **sensitive health data** of many thousands of elite level athletes.

## Facebook / Software Engineer

APRIL 2010 - SEPTEMBER 2014

I worked across multiple teams in my time at Facebook, joining as one of the **first 150 employees** in EMEA, then spending 18 months working from their HQ in California. In my time there, I learnt a lot about **scaling** systems to billions of users.

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## Skills

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Over my career, I've worked across multiple technology stacks including - **NodeJS, TypeScript, Ruby & PHP/Hack**. On the infrastructure side, I'm most familiar with **AWS**, but have also worked with self hosted data centers, primarily at Facebook.

My time as an Incident Commander has given me a particular passion for **incident response**, in particular rapidly assessing problems, triaging and reacting. I've found that being skilled in these areas delivers benefits far beyond incident response.

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## Patents

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I am listed as an inventor on **three** US patents

- Developer tools for a communication platform (*US11048486*)
- Developer tools for a communication platform (*US10983766*)
- Developer tools for a communication platform (*US10853061*)

