



Kyle Williams

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Technical Operations & Product Leader 15+ years of experience leading complex system modernizations, cross-functional engineering teams, and high-stakes operational roadmaps. Combines a professional background in enterprise data infrastructure and compliance with deep, hands-on technical expertise in MCU-based IoT systems, firmware logic, and wireless protocol integration. Proven track record of managing technical escalations (Tier 2/3) and optimizing system reliability in highly regulated environments.

IoT & Systems Architecture (Technical Projects)

- **Heterogeneous Wireless Integration:** Designed and deployed a local-first IoT network integrating Zigbee, Z-Wave, and Matter protocols to ensure low-latency communication across 50+ edge devices.
- **Firmware & Logic Optimization:** Leveraged ESPHome to write custom YAML-based firmware for ESP32/ESP8266 microcontrollers, balancing sensor sampling rates with deep-sleep cycles to optimize power consumption.
- **RF & Network Management:** Optimized 2.4GHz spectrum performance by managing channel interference and node placement, ensuring 99.9% connectivity for critical environmental monitoring systems.
- **Local-First Architecture:** Built a private network architecture prioritizing data privacy and system reliability, mirroring the same low-power wireless and gateway challenges solved by Eyrus at scale.

Professional Experience

OCT 2024 – PRESENT

[Data Product Owner](#) / Kestra Financial, Austin, Texas

- Spearheaded the Data Modernization product team, initially leading the development of a **new FINRA integration** to ensure crucial regulatory compliance and seamless data workflows.
- Implemented a **structured prioritization framework** that reduced backlog churn by 15% and increased team velocity by 18%, utilizing AI-assisted workflows to streamline technical documentation.
- Defined and executed comprehensive product **vision** and **strategy**, ensuring tight alignment with business objectives and complex compliance requirements while managing **key third-party vendor deliverables**.
- Effectively balanced unplanned work from critical production data escalations with strategic roadmap initiatives, ensuring timely resolution and **minimal business impact**.
- Acted as the primary liaison between business leaders, compliance, and technical teams, coordinating dependencies across multiple product areas.

JULY 2022 – AUGUST 2024

[Product Manager](#) / Visa Inc., Austin, Texas

- Successfully implemented two critical Compliance Programs, resulting in a **20% increase in user engagement** and guiding the development of a comprehensive Product Roadmap.
- Directed collaborative efforts with key stakeholders to define product scope and prioritize enhancements, utilizing advanced frameworks including user story mapping and Kano analysis to address user needs.
- Reduced data discrepancies by **40%** in the internal Risk Management tool by developing automated KPI dashboards with Engineering, empowering proactive issue resolution.

- Led cross-functional teams to gather insights, authoring detailed documentation (release notes, roadmap highlights) that **improved stakeholder engagement by 30%**.
- Partnered with Engineering to build automated KPI dashboards, reducing system data discrepancies by 40% and enabling proactive health monitoring of internal tools.

JULY 2018 – MARCH 2022

Product Solutions Developer II / Syntellis Performance Solutions (Formerly Axiom / Kauffman Hall), Chicago, Illinois

- Directed daily standups, story grooming, and bug scrubs, ensuring strict adherence to Agile Methodology and **improving team productivity by 25%**.
- Executed the development of over **40 new capabilities** for the SaaS Axiom Healthcare Financial software platform, significantly expanding functionality and driving user adoption.
- Collaborated with Product Managers to analyze requirements and develop technical solutions, enhancing web applications focused on Financial Planning, Capital Planning, and Strategy Management.
- Partnered with QA to streamline testing processes and contributed to pre-release regression, **reducing post-release defects by 30%** for quarterly releases.

FEBRUARY 2014 – JULY 2018

Senior Operations Analyst / Leo Burnett, Chicago, Illinois

- Delivered critical financial analysis and operational support, facilitating strategic business decisions and driving cost savings initiatives.
- Managed time reporting and ensured compliance for Finance and Agency Travel and Expense teams, streamlining processes and maintaining regulatory standards.

NOVEMBER 2010 – FEBRUARY 2014

Financial Analyst / US Bank, Chicago, Illinois

- Developed **iProcess**, a VBA macro-based tool that automated data entry, **saving over 15 hours per month** and significantly boosting operational efficiency.
- Conducted thorough cost analysis that identified savings opportunities, leading to a **10% reduction in operational costs**.

Education

JUNE 2010

Bachelor of Science in Finance / University of Illinois at Chicago, Chicago, Illinois

Skills

Professional Operations

Agile/SAFe Leadership, Vendor & Stakeholder Management, Tier 2/3 Escalation Management, Product Roadmapping & RICE Scoring

Technical & IoT Lab

MCU Platforms (ESP32, ESP8266), Wireless (Zigbee, Z-Wave, Matter, Bluetooth, RF), Firmware (ESPHome, YAML, Logic Sampling), Networking (Local-First, 2.4GHz Optimization)