Tyler Caffelle

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Proven team leader with 10+ years of experience driving cross-functional staff to achieve quality, productivity, and cost targets. Skilled at establishing clear shift goals, coaching diverse associates, and embedding continuous-improvement practices (SOPs, SLAs, performance metrics). Adept at designing and delivering training programs, optimizing workflows through automation, and maintaining 99.9 % uptime in high-pressure environments. Excited to leverage engineering-management expertise and operational rigor in a manufacturing setting.

EXPERIENCE

Illuminate—Boston, MA—*2014-2025*

Head of Development, Senior Learning Technology Manager

- **Ideation**: Partnered with stakeholders (marketing, data science, UX) to identify new feature opportunities, conducting 15+ customer interviews to validate pain points.
- **Specification**: Wrote PRDs/user stories, defined success metrics and KPIs for new modules (e.g., PI Explorer), ensuring alignment with long-term product vision.
- **Development & Release**: Worked closely with engineering to scope tasks, ran weekly sprint reviews, and led feature launches—achieving a 99.9% uptime SLA on deployed services.
- **Analysis & Iteration**: Analyzed A/B test results to improve user engagement by 20% in six weeks, iterating based on quantitative usage data.
- Facilitated bi-weekly product syncs between engineering, marketing, and customer-success teams to ensure roadmap alignment and on-time feature delivery.
- Presented quarterly product performance reviews to executive leadership, securing buy-in for two new high-impact initiatives that increased user retention by 12%.

Learning Technology Manager

- Designed and tracked key metrics (e.g., feature adoption, funnel conversion) using SQL and custom dashboards; identified a 15% drop-off in onboarding flow and shipped optimizations that recovered 8% of users.
- Led monthly post-release retrospectives, capturing lessons learned and iterating backlog prioritization based on performance data.
- Served as primary liaison for safety, health, and accessibility compliance—ensured all updates adhered to ADA standards and corporate security policies.

EDUCATION AND AWARDS

- **New England Institute of Technology, RI**—Bachelor of Science in Game Development and Simulation Programming Technology—2009-2012
- **LTEN Excellence Award Winner**—(2016, 2022)
- **LTEN Excellence Award Finalist**—(2019, 2020, 2021)

SKILLS
OPERATIONS & LEADERSHIP
- Continuous Improvement (Kaizen, root-cause analysis, SOP creation)
- Team Management & Training: hiring, onboarding, conflict resolution, performance reviews
- Shift Coordination: daily huddles, cross-team communication, KPI monitoring
- Partnered with data science to prototype a machine-learning model that predicts user content preferences, achieving a 10% lift in engagement on pilot cohorts.
- Led 10+ user interview sessions per quarter, synthesizing feedback into prioritized feature requests and UX improvements that improved platform NPS by 15%

TECHNICAL SKILLS
- Cloud & Containerization: AWS (EC2, S3, EKS/ECS), Kubernetes, Docker
- CI/CD & DevOps: GitLab CI/CD, Terraform (or CloudFormation) Programming: TypeScript, JavaScript (ES6+), Java
- Data & API: RESTful API design, data modeling algorithms

TOOLS & APPLICATIONS
- Microsoft Office Suite (Excel, Word, PowerPoint), AGS
- Jira/Confluence, Slack, Trello

TECHNICAL ACHIEVEMENTS
- Global PI Explorer Revamp: Led cross-functional change by transitioning a monolithic service to microservices on Kubernetes; implemented rollback procedures, on-call rotations, and standardized shift handoffs—pushing reliability from 85 % to 99.9 % uptime.