

Kyle Zapcic – Solutions Engineer

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SUMMARY

Solutions Engineer and Engineering Operations leader with deep experience delivering customer-facing technical solutions in complex, regulated environments. Proven at translating ambiguous business needs into scalable implementations, aligning engineering and product teams, and unblocking delivery through strong systems thinking and operational rigor. Brings hands-on experience across data integrations, DevOps adjacent workflows, automation, and executive-level stakeholder communication.

EXPERIENCE

DevGrid Inc – *Forward Deployed Solutions Engineer* | Charlotte, NC

Sep 2025 – Present

- Embedded with a large enterprise fintech to onboard, customize, and launch an Engineering Operations platform, translating business needs into durable technical solutions.
- Served as the primary technical bridge between customer engineering teams, product, and core engineering, owning discovery, solution design, and end-to-end delivery.
- Led hands-on deployments and integrations, including data mapping, transformation, and validation for vulnerability and end-of-life management systems.
- Ran cross-team forums with SRE and application teams to drive governance discussions, align rollout plans, and tailor solutions to differing operational needs.

Redfin Corporation – *Customer Success and Operations Manager (Senior Agent)* | Charlotte, NC

May 2015 – Sep 2025

- Served as a customer-facing technical and operational lead, managing complex, multi-stakeholder transactions while translating client needs into execution plans across internal systems.
- Owned end-to-end delivery for 150+ high-value engagements representing \$100M+ in transaction volume, balancing customer outcomes, operational constraints, and risk.
- Partnered with Product Management to influence Agent Tools UX and workflow improvements, informed by real-world usage and operational friction.

Yardi Systems – *Technical Account Manager* | Irvine, CA

Aug 2014 – Apr 2015

- Led end-to-end implementations of RentCafe portals for mid-market and enterprise multifamily clients, integrating with Yardi Voyager accounting platform and adjacent services.
 - Scoped requirements and translated business workflows into technical configurations and integrations.
 - Coordinated across product, engineering, and support teams to deliver implementations on schedule.
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PROJECTS

Frontstead – *Founder/Principal - Solutions & Platform Development* | app.frontstead.com

- Designed and owned an end-to-end real estate platform focused on standardizing workflows, data models, and integrations to reduce operational overhead for real estate brokers.
 - Built automation-first solutions for data ingestion, environment setup, and reusable components to improve reliability and time-to-value.
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EDUCATION

UNC – Charlotte – *Full Stack Software Engineering Certificate*(2024)

University of Massachusetts, Amherst – *B.B.A, Cum Laude* (2010)