

Kyle McLaren

Senior Software Engineer

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Software engineer at Fly.io building cloud sandboxes, AI-powered developer tools, and open source infrastructure. A decade of experience running and supporting cloud databases and developer platforms at Fly.io, Elastic, IBM, and Compose. Comfortable across the stack — Go and TypeScript services, Terraform providers, internal admin tooling, and the operational work that keeps production databases healthy.

EXPERIENCE

Fly.io

Remote

Senior Software Engineer

April 2025 — Present

- Built and maintain the internal admin tool for Managed Postgres — a critical interface used daily by the MPG and support teams to triage issues, manage clusters, and build out the product.
- Contribute to flyctl, documentation, and developer tooling.
- Build AI agent tools, Terraform providers, and open source infrastructure in Go and TypeScript.

Software Engineer

June 2023 — April 2025

- Shipped key features for Fly Managed Postgres — Postgres 17 support, a dashboard UI for toggling extensions, and a metrics dashboard covering connections, CPU, memory, replication lag, and database operations.
- Built the customer support portal with ticket management, impact levels for premium support, and org-wide visibility.
- Drove the migration from Help Scout to Plain, redesigning the support experience with granular statuses, custom tooling and workflows, and response time SLAs by plan.
- Provided technical support through email and the community forum, working closely with platform engineers to troubleshoot complex issues.

Elastic

Remote

Support Engineer

January 2022 — June 2023

- Supported some of the largest companies in the world with their Cloud and self-hosted Elasticsearch and Kibana installations.
- Dedicated to providing top-notch support and solutions to help clients achieve their business goals.

IBM

Remote

SME — Cloud Databases

October 2015 — December 2021

- Subject Matter Expert specializing in the IBM Cloud Databases/Compose domains, resolving customer database issues while enhancing quality of service.
- Participated in on-call rotations, triaged platform issues, executed host maintenance, and automated provisioning using Terraform.
- Focused on Kubernetes, PostgreSQL, MongoDB, Elasticsearch, Redis, and etcd.

Compose

Remote

Support Engineer

September 2014 — October 2015

- Originally hired as a Support Engineer at this Y-Combinator (S11) backed DBaaS startup, organically moved into an operations/infrastructure/SRE role.
- Serviced PagerDuty alerts, triaged platform issues, provisioned clusters, fixed bugs, and fixed many (many) broken databases.

Standard Bank Group

Sandton, South Africa

Snr. Multimedia Designer

July 2011 — September 2014

- Worked closely with EXCO and MANCO teams within the Private Clients division, maintaining the consistent brand look and feel.

- Developed a custom internal application to empower Banking Relationship Managers to efficiently generate client information documents.

OPEN SOURCE

- scrub** — A Python package to scrub PII.
github.com/kylemclaren/scrub
- qdrant-on-fly** — Bootstrap a Qdrant vector database cluster on Fly.io.
github.com/kylemclaren/qdrant-on-fly
- claude-tasks** — Cron + Claude Code.
github.com/kylemclaren/claude-tasks
- spritedrop** — Persistent Taildrop file receiver for Sprites.
github.com/kylemclaren/spritedrop

SKILLS

Languages	Go · TypeScript · Python · Node.js
Databases	PostgreSQL · Elasticsearch · Redis · MongoDB · etcd
Infrastructure	Docker · Kubernetes · Terraform · Linux · AWS · Cloudflare · Tailscale · Fly.io
Observability	Grafana · Prometheus · Elastic Stack
Tooling	Git · GitHub Actions · AI agent tooling