Alan Kantz-Durand

iOS Developer & Tech Lead

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Software Development & Tech Lead Experience

WeightWatchers (New York, NY)
Software Engineer III *Nov 2022–Now*

Sole iOS developer on the Growth team. Growth is responsible for the sign-up, pre-login, and login experiences.

- Rewrote our OAuth flow to support authorization code grant with PKCE and multi-factor authentication. This was mission-critical work on a tight timeline to meet a contractual obligation with a major B2B client.
- Built out several A/B tests of new features, including an exit intent offer, which offers prospective members a discounted membership if they enter the sign-up experience but then back out of it.
- Executed a redesign of the Growth screens to migrate them to a new visual language and design system.

Ran the Customer Relationship Management (CRM) and Explore teams as tech lead. CRM maintains our in-house CRM system; Explore maintains systems for the management and display of in-person and virtual events.

- Launched our integration with a third-party, AI-powered chatbot called Sierra. Integrating Sierra increased the proportion of chats that could be handled without a human agent from approximately 40% to just under 70%.
- Managed the rollout of enhanced interactive voice response features, via a third-party integration, that save hundreds of thousands of dollars per year in customer support agent costs. We have delivered all our IVR enhancements on time and on budget during my tenure, despite the complexities of coordinating with a third party.
- Shepherded the CRM team through a high-stakes build vs. buy review by our new CTO. I developed the strategy and presentation for the review.
- Led a process to regularize the implementation of membership cancellation rules across all international markets.

Software Engineer II *Jul 2019–Nov 2022*

Contributed to the Accounts and Content Hub teams as an iOS developer. Accounts is responsible for the membership lifecycle and IAP, while Content Hub displayed proprietary health articles, podcasts, and videos.

- Served as the in-house expert on concurrency bugs for the iOS group at WeightWatchers. I have given several presentations to the iOS group on safe use of various concurrency primitives and abstractions, from POSIX locks through global actors. I also provided emergency support and fixes for other teams' Swift Concurrency bugs.
- Developed a novel technique, Two-Step Codable, for conforming to the Codable protocol using intermediate types. It simplifies encoding and decoding complex values from data formats like JSON, improving testability and maintainability. It also provides a straightforward way to incorporate validity and consistency checks into the decoding pipeline.

Contributed as an iOS developer to the Studio app, a native iPad app for WW employees and contractors to manage the in-person customer experience at WW locations.

Citi FinTech (Long Island City, NY)
Software Developer on contract from LTI *May 2018–Jul 2019*

Other Software Development Experience

TimerSwipe (alank.github.io/timerswipe)
Independent Developer *Jan 2016–Jun 2018*

Designed and developed TimerSwipe, published in the App Store in Jan 2017: **appstore.com/timerswipe**

Skills & Education

Swift, Cocoa Touch, SwiftUI, UIKit, Git, Jira, interdisciplinary communication, and facilitation.

B.A., Drew University (Madison, NJ) *May 2010*

Philosophy major, Economics minor. 3.8 GPA. Summa Cum Laude.