

Andrea Pollitt

resume@andreapollitt.com · linkedin.com/in/apollitt

github.com/akaylyn · andreapollitt.com

Engineering Leader · AI Transformation & High-Performing Teams

Seattle, WA

SUMMARY

Engineering leader scaling teams, processes, and AI capability at streaming scale. At Disney, I built the operational insights platform that all engineering teams and leaders rely on across Disney+, Hulu, and ESPN, then drove the AI transformation of my organization, establishing the strategy, hiring, and operating model that produced production-grade GenAI tooling and catalyzed adjacent engineering, TPM, and product orgs to build their own internal AI tools. I lead with integrity: I make the call that's right for the business and build the trust that lets teams ship hard things at scale. 12+ years in engineering leadership and 9 as an IC before that, building high-performing, high-retention organizations and the platforms that serve hundreds of millions of viewers.

SELECTED IMPACT

- **Drove the AI transformation** of my engineering organization at Disney, setting the strategy, hiring, and operating model that put a full suite of production GenAI operations tooling, from LLM-driven dashboard generation to a conversational incident-triage agent, into production for Disney+, Hulu, and ESPN.
- **Catalyzed AI tool-building across Disney**, inspiring peers in engineering, TPM, and product to build their own internal AI tools through hands-on onboarding, All Hands demos of my team's tooling, and a TDD-scoring system that drove the team to use LLMs for better technical design documents.
- **Held the line on architectural integrity** under cross-org pressure, protecting signal quality over the path of least political resistance: a proposed mandate for all teams to manually log production changes in a shared system would have added noise, not signal, to incident troubleshooting. ("You stood your ground and provided clear expectations about what would work and what wouldn't. You showed a path that was a better way." Peer feedback, 2025.)
- **Built and continue to evolve the business-critical operational insights platform** for Disney+, Hulu, and ESPN, relied on across the streaming engineering organization for real-time service health, incident response, and executive reporting; it surfaces critical signals to Tech SVPs and the CTO during incidents and helped the organization meet its quarterly mean-time-to-identify and mean-time-to-resolve (MTTI/MTTR) targets, continuing to move both in the right direction.
- **Grew the engineering organization from 15 to 35** with 50% women representation across IC and leadership and industry-leading retention; another 9 headcount in flight.
- **Transformed execution on a prior Hulu Android playback team**, driving the processes and accountability that took velocity 18→50 story points, predictability 54%→95%, and bugs from 100+ to under 3.

PROFESSIONAL EXPERIENCE

Disney Streaming · Director, Software Engineering · Insights Engineering

2024 – 2026

Lead a 35-engineer organization delivering the operational insights platform and the org's first wave of production-grade GenAI operations tooling.

- Set the strategy and built the team that delivered our first wave of production GenAI operations tooling: LLM-driven dashboard generation, AI incident prediction and triage, AI test-generation and PR-review tooling across our core services, an internal MCP server exposing platform APIs to LLM clients, and a conversational incident-triage agent in production.
- Drove early AI adoption across all my teams, building the practices and tooling baseline that enabled an internal agent harness and orchestrator with the potential, once benchmarks land, to outperform off-the-shelf agentic coding tools for our spec-to-production workflow.
- Set the technical direction for the platform and its upstream data-quality and schema-enforcement layer, securing the integrity of the business-critical video-playback telemetry behind real-time operational and executive decisions.
- Carried the career, leveling, and agile operating frameworks established under the prior charter through the AI transition, sustaining adoption as the team's scope evolved.
- Contributor on the cross-Disney-Technology hiring committee designing a tech-wide software engineering hiring process, building on existing practices and the prior-charter model to standardize loop structure, interviewer and hiring-manager training, and a new "bar raiser" role; in pilot after ~1 year, targeting a consistent bar and cross-org career mobility.

Disney Streaming · Director, Software Engineering · Engineering Data Strategy

2021 – 2024

Built the engineering data foundation and the client telemetry and data-quality platform for Disney+, Hulu, and ESPN; scaled the organization from 15 to 35 engineers.

- Established the unified engineering data strategy that turned scattered telemetry into consistent metrics for real-time decisions, operational alerting, and business reporting across the streaming portfolio.
- Built a hiring pipeline that consistently surpassed industry diversity benchmarks for software engineering roles, including coaching a woman engineer through managing up and her skip-level goal conversations into a Senior promotion that retained her at Disney.
- Established the agile and planning operating model that improved delivery predictability, velocity, and quality, and that my peer directors adopted across my manager's organization.
- Created the career growth frameworks, leveling rubrics, and performance management standards adopted across my manager's organization.

Hulu · Principal Software Development Lead · Android Playback

2018 – 2021

Led the Android client playback experience, shipping high-profile features and transforming team performance.

- Pioneered the cross-organizational technical investment planning process that became the model for all Mobile engineering teams at Hulu, socialized through a talk at Hulu's internal engineering conference.
- Restructured the release process for on-time delivery, sharply reducing hotfixes and release slips.
- Shipped high-profile features that materially improved the experience for millions of viewers, including Offline Playback, the Live Guide (EPG), and Player UX improvements.
- Led the hiring initiative that brought the first full-time woman engineer onto the Hulu Android team, re-running a biased interview loop to extend the offer; founded and ran the Women in Development group and gave the Women in Informatics Hackathon keynote.

Hulu · Senior Software Development Lead · Product Instrumentation

2016 – 2018

Established the foundation for data-driven development across all client platforms.

- Established the enterprise-wide instrumentation tag format and documentation standards that became the foundation for consistent analytics across all client applications, and personally implemented all browse and playback instrumentation for Hulu's iOS and tvOS apps.
- Built the validation tooling that ensured accurate implementation and high data quality across releases.
- Transitioned ownership of instrumentation to client teams, improving quality and removing my team as the bottleneck.

Earlier Roles

2007 – 2016

- **Software Engineering Lead**, Changepoint / Daptiv (2014 – 2016)
- **Software Engineer**, Barracuda Networks (2013 – 2014)
- **Software Engineer**, Great Lakes Comnet (2009 – 2013)
- **Computing Assistant IV**, Michigan State University, Department of Physics (2007 – 2009)

CORE COMPETENCIES

- Applied AI Leadership
- AI / Agent Tooling Strategy
- Cross-Org Influence & Adoption
- Engineering Organization Building
- Strategic Leadership & Vision
- Technical Strategy & Architecture
- Performance Management & Career Frameworks
- Principled Decision-Making
- Diversity & Inclusion Advocacy

PERSONAL PROJECTS

Simon Fire: Large-Scale Interactive Fire Art (2014 – 2015, 2025 – Present). Technical Software Lead on a 50 sq ft interactive fire art installation: four laser-etched capacitive touch towers driving live flame and LED effects. Funded by a Burning Man Honoraria Art Grant; deployed at Burning Man 2015 and multiple Pacific Northwest regional events. Currently leading a 2026 refurbishment onto the standard DMX512 lighting protocol.

EDUCATION & TRAINING

- **B.A., Video Game Development & Computer Science**, Michigan State University
- **Machine Learning Certification**, Stanford University (Coursera). Early grounding for the applied AI work I now lead.

COMMUNITY INVOLVEMENT

- Volunteer Mentor & Interview Coach, Ada Developers Academy
- Volunteer Speaker, Girls Who Code
- Grants Committee Member, Ignition Northwest (regional arts community grants)

For full career details: [linkedin.com/in/apollitt](https://www.linkedin.com/in/apollitt) · andreapollitt.com