Dylan Bochman

Current Address:
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Experience

Site Reliability Engineer II
HashiCorp (IBM), Boston, MA | October 2024 – Present
- Presented incident and reliability metrics to senior leadership and executive stakeholders, clarifying operational risk, availability trends, and guiding prioritization of engineering efforts.
- Partnered with Legal and Communications to standardize customer-facing status page messaging for emergency maintenance, improving clarity and consistency.
- Acted as primary Incident Commander for high-severity incidents, coordinating cross-functional responses involving engineering, product, and support teams to maintain availability for Cloud services.

Product Manager
Rootly | September 2023 – November 2023
- Collaborated with cross-functional teams, including UX designers, engineers, and customer success, to implement the new onboarding tutorial.

Platform Product Manager
Spotify, Boston, MA | March 2021 – February 2023
- Led the development of a high-performance, scalable platform focused on optimizing network traffic and reliability.
- Worked closely with Google to identify and report critical reliability metrics for engineers and Spotify leadership.

Site Reliability Engineer
Spotify, Somerville, MA | May 2017 – March 2021
- Developed, coded, and operated internal tools and systems to enhance reliability for engineering teams.
- Contributed significantly to user-facing documentation regarding service levels, synthetic testing, and incident management best practices.

Achievements
- Successfully managed the end-to-end lifecycle of a major platform product, from conception to deployment.
- Recognized for exceptional problem-solving skills and ability to translate complex data into actionable insights.

Skills
- Exceptional writing and editing, capable of translating complex technical information into accessible content.
- Experienced Incident Commander adept at managing complex technical incidents and enabling response teams to quickly resolve issues.