

Dylan Bochman

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Experience	Technical Incident Manager Groq, Boston, MA July 2025 – Present <ul style="list-style-type: none">Established Groq's zero-to-one incident management framework, including policies, runbooks, and onboarding materials that align with security and compliance requirements.Served as primary Incident Commander during production outages, guiding distributed engineers through mitigation while delivering clear, timely updates to customers and executives.Collaborated with engineering, operations, and product teams to turn incident insights into reliability roadmaps, refined service-level objectives, and higher code quality. Site Reliability Engineer II HashiCorp (IBM), Boston, MA October 2024 – July 2025 <ul style="list-style-type: none">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. Platform Product Manager Spotify, Boston, MA March 2021 – February 2023 <ul style="list-style-type: none">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 <ul style="list-style-type: none">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	<ul style="list-style-type: none">Completed BlackRock3's Incident Management TrainingCompleted Adaptive Capacity Lab's Incident Analysis Training

- 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.