

Dylan Bochman

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Experience

Technical Incident Manager

Groq, Boston, MA | July 2025 – Present

- 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

- 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

- 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

- Completed BlackRock3's Incident Management Training
- Completed Adaptive Capacity Lab's Incident Analysis Training

Skills

- 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.
- 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.