Jonathan Roemer

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Experience

Associate Manager, Containers and Hybrid Cloud - Datto, June 2020 to Present

- Developing the next generation of Datto's infrastructure. Responsible for an internal containers as a service platform and overall hybrid cloud strategy.
- Manager of 3 direct reports.

Senior Systems Engineer I, Team Lead - Datto, August 2018 to June 2020

- All responsibilities listed below under "Production Engineer I".
- Created and implemented an SOC2 compliant change management process. Created JIRA tooling to facilitate the process. Designed and managed policy enforcement and compliance monitoring. Supplied information to auditors as required and remedied exceptions as needed.
- Formalized on-call processes and outage reporting procedures, including the creation of a single point of contact for all company outages. Migrated the organization from Pagerduty to OpsGenie. Provided training and implementation guidance for 150+ employees in 10+ departments.
- Managed the departmental ticket queue. Tasks included ticket requirements gathering, lifecycle management, and completion verification.
- Team lead for 3-5 engineers. Provided technical guidance, teaching, and mentorship.
- Member of a security-focused sub-team tasked with hardening the Datto cloud.

Production Engineer I - Datto, May 2016 to August 2018

- Responsible for supporting high-availability customer-facing and internal systems, back end infrastructure, and development environments. Daily tasks include capacity planning, hardware deployments, systems configuration, monitoring, and troubleshooting.
- Configuration management via Puppet, Ansible, and Salt of a globally distributed infrastructure.
- Systems monitoring via Datadog, Zabbix, Grafana, and New Relic.

Software Developer, UITS Information Security - University of Connecticut, February 2016 to May 2016

- Assisted in implementing Duo second-factor authentication into a centralized identity management system.

Network Engineering, UITS Network Operations - University of Connecticut, May 2014 to February 2016

- Designed and implemented a process for delegated Infoblox access, including the creation of end-user documentation, running staff training sessions, and maintaining administrator guides.
- Responsible for DNS subzone creation, DHCP reservation changes, static IP reservation changes, delegated VLAN access, and PCI network utilization and auditing.

Education

Bachelor of Arts in Global Legal Studies, Arcadia University - 2012
- Honors Thesis: A comparative case study on Indian patent policy and its impact on that nation's pharmaceutical and information technology industries.