Nick Bitzer

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Profile

As the Director of Engineering for Ombud, I'm currently responsible for the direction and overall success of the entire engineering organization. I enjoy the challenge of building teams and software products that enable organizations to be more efficient. My true passion lies in building infrastructure and tooling to support production applications and internal development processes.

Experience

April 2021 - Present
Ombud (Denver, CO) – *Director of Engineering*

- Responsible for shaping engineering direction and decisions in concert with engineering leads to ensure we're building the best possible platform for future growth
- Established Engineering OKRs to track and measure project progress and success and allow for organization wide awareness. After the success of Engineering OKRs, OKRs were adopted company wide
- Re-organized the entire Engineering org to leverage a more modern structure including an SRE team, Platform Engineers and Tech Leads
- Established a set of Engineering KPIs and leverage Grafana and python scripts to automate the reporting
- Worked with technical leads to establish a new technical direction for the engineering team, including using common toolsets like Jenkins, Grafana, k8s and Docker
- Revamped the entire engineering hiring process, reducing it from 14 total steps to 4, decreasing our total time for a candidate in the pipeline by 4 weeks

April 2020 - April 2021
Snapchat (Santa Monica, CA) – *Engineering Manager, Release Engineering*

- Transformed the client app release process at Snapchat from manual bi-weekly releases to fully automated weekly releases, enabling developers to release features and bug fixes to our customers more quickly; this was the largest process change at Snapchat in the past three years
- Onboarded three new developers to transform the team's focus from manual operations to "automation-first" solutions, allowing our processes to scale more efficiently for years to come
- Solved inter-organizational disconnects by combining the release engineering team with our Developer Tooling organization, resulting in a more collaborative and productive team

- Designed and implemented a process to onboard other internal and external apps into the new weekly release process and tooling, reducing time to deployment by 80%
- Responsible for maintaining a close working relationship with the Product and Program Organizations to ensure the needs and concerns of the entire Engineering Organization are being addressed
- Brought direction and purpose to the team by developing a clear roadmap and deliverables that enabled developers to execute with confidence
- Implemented bi-weekly "doc day" meetings, where each team member shares documentation to ensure we maintain clear and concise documentation for our process

April 2018 - April 2020

Comcast (Denver, CO) – *Director, SRE/DevOps (Senior Manager April '18 – May '19)*

- Responsible for the reliability of the Comcast IP CDN, which served more than 100 billion requests per day to millions of clients across the United States, supporting hundreds of millions in revenue for Comcast
- Drove the redesign of the Comcast hardware deployment pipeline by leveraging engineering talent and tools like Ansible and Terraform in order to reduce total deployment time by 90%
- Initiated and continue to drive our efforts to move deployments to a CI/CD model in order to enable a more stable platform, execute on feature development more rapidly and ensure a more enjoyable experience for our customers
- Worked with engineers and fellow engineering leaders to establish more stringent guidelines for adherence to the SDLC in order to ensure a more enjoyable experience for our customers.
- Continuous interaction with senior leadership (VPs and SVPs) in communicating current state of our product, as well as the anticipated needs and future direction of the CDN

March 2017 - April 2018

PGi, via ReadyTalk acquisition (Denver, CO) – *Engineering Manager*
- Led the SRE team through a transition to a more modern infrastructure stack (from data center to AWS + Kubernetes)
- Worked with senior engineering leadership to establish metrics-gathering and monitoring standards for the entire engineering organization
- Moved the SRE team from an outdated waterfall software deployment approach to a more modern agile CI/CD approach integrating tools such as SonarQube, Ansible + Packer and k8s+docker
- Maintained bi-weekly one-on-one meetings with all my direct reports to gauge employee satisfaction, generate candid conversations, and to foster mentorship

May 2014 - March 2017

ReadyTalk (Denver, CO) – *SDET II & DevOps Engineer*

- Responsible for maintaining/enhancing the developer toolset (Jenkins, Artifactory, deployment scripts, infrastructure automation, etc.)

- Responsible for deploying the entire ReadyTalk code base (using Jenkins and Python scripts) on a six-week cadence. It was my job to make sure the code got into production without issues

2007 - 2014

NetApp, via LSI acquisition (Boulder, CO) — *Automation Engineer*

- Designed and built an automated build, deploy and test system from scratch. The tool used a Perl/PHP backend with a JavaScript/CSS/HTML front end to report build/test statuses
- Led automation QA Engineer for the T10-PI project; automated a large percentage of the project's tests

Awards

1st place in the Software Testing World Cup (North America)

- https://www.prnewswire.com/news-releases/readytalk-qa-team-conquers-prelims-of-2016-software-testing-world-cup-300367120.html

Publications

Published in the http://www.SDTimes.com chronicling our journey in the Software Testing World Cup

- https://sdtimes.com/author/nick-bitzer/

Education

2012 - 2014

Metropolitan State University of Denver – Denver, CO

Studied Computer Science