

NATE ROHWEDER

ENGINEERING MANAGER

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Engineering Manager with 9+ years leading strategic platform initiatives and managing cross-functional engineering teams of up to 10+ engineers serving millions of users. Known for creating clarity from ambiguous requirements, building trust-based cultures, and advocating for individual growth while driving mission-critical outcomes. Proven track record aligning engineering strategy with business objectives through multi-year modernization initiatives that established platform foundation for international expansion and scale. Committed to empathy-driven leadership that delivers measurable impact through inclusive teams and technical excellence.

PROFESSIONAL EXPERIENCE

ENGINEERING MANAGER

Crisis Text Line

2021 - Present

- Led engineering organization (10+ engineers, SE2 to Staff level) through 18-month platform modernization initiative, migrating 24/7 mental health platform serving 5 million users from legacy PHP monolith to distributed Go services, reducing production incidents by 65% and enabling independent team deployments
- Architected service-oriented system design with GraphQL APIs and containerized deployments (Docker/ECS), supporting international expansion requirements while improving system reliability and establishing foundation for rapid feature development on modern tech stack
- Partnered with Product, Design, and executive leadership to deliver user experience improvements across crisis response platform, leveraging feature flagging and user testing to reduce volunteer friction and improve platform usability for crisis intervention workflows
- Led Developer Experience team to architect organization-wide CI/CD modernization, replacing Jenkins/Ansible with reusable GitHub Actions workflows, reducing deploy times by 80% and increasing deployment frequency from monthly to weekly while enabling faster incident response through streamlined hotfix deployment
- Led organization-wide observability transformation, deprecating fragmented monitoring (Sentry) and implementing unified Datadog platform with structured logging, distributed tracing, and PagerDuty integration, reducing incident detection time by 40% while enabling teams to own service health
- Redesigned organization-wide engineering interview process from ad hoc approach to structured, bias-reducing pipeline with standardized rubrics and role-specific scorecards, serving as highest-volume interviewer while establishing mentorship frameworks and onboarding systems that reduced time-to-productivity for new hires
- Built foundational planning infrastructure including velocity metrics, quarterly OKR cycles, and "Big Rock" initiative frameworks, transforming ad-hoc execution into predictable delivery rhythm that enabled customer base expansion from 4 to 10+ partners

SOFTWARE ENGINEER

EBSCO Information Services

2016 - 2021

- Developed and maintained full-stack applications serving 15,000+ libraries and educators nationwide, supporting platform critical to educational tech market expansion
- Built scalable backend services using C#/.NET Core and Entity Framework, powering real-time recommendation engines that increased user engagement across 3 product lines, with React frontend components for enhanced user experience
- Served as Scrum Master for 5-person engineering team (2018-2020), improving sprint completion rates by 20% while coordinating AWS infrastructure deployments and release management
- Contributed to technical discussions and code reviews while developing full-stack expertise across C#/.NET and React ecosystems, building foundation for future engineering leadership

SKILLS

Leadership & Management: Engineering Management • Scaling Engineering Teams • Technical Hiring & Onboarding • Performance Management • Mentorship & Career Growth • Cross-Functional Collaboration • Strategic Planning & Roadmapping • OKRs • Engineering Culture Building • Stakeholder Communication

Architecture & Systems: System Design • Microservices & Distributed Systems • Cloud-Native Architecture • Scalable Web Architecture • AWS Ecosystem (ECS, RDS, S3, Lambda) • GraphQL APIs • Event-Driven Architecture

Development & Platforms: React • TypeScript • Node.js • Golang • PHP • C#/.NET • PostgreSQL • Docker • Infrastructure as Code (Terraform) • Internal Platform Services • Component Libraries

Operations & Reliability: CI/CD (GitHub Actions, Jenkins) • Observability (Datadog, Sentry) • Incident Management & Postmortems • Deployment Automation • Production Operations • High Availability

Product & Quality: A/B Testing & Experimentation • Agile & Scrum Practices • Test Automation • Performance Optimization • Accessibility (WCAG) • Developer Experience

EDUCATION & CERTIFICATIONS

B.S. ANTHROPOLOGY
Appalachian State University,
2008 - 2012

- Code the Dream Practicum Mentor, 2024
- AWS Certified Cloud Practitioner, 2020
- Certified Scrum Master, 2018