

# Dylan Bochman

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## Experience

**Platform Product Manager**, Spotify, Boston MA, March 2021 - February 2023

- Coordinating the development and launch of a new reliability platform, resulting in a 20% increase in user engagement and a 50% increase in service level coverage.
- Working closely with Google to identify and report on critical reliability metrics for engineers and Spotify leadership.
- Developing and executing large scale reliability exercises to ensure Spotify is well prepared for significant cloud outages.
- Conducting research and gathering feedback from partners throughout the company to ensure reliability tooling supports their requirements.
- Educating a diverse array of internal teams as to reliability best practices via internal workshops, educational courses, documentation and reference infrastructure

**SRE**, Spotify, Somerville MA, May 2017 - March 2021

- Designed, coded, and operated tools and systems to improve reliability tooling for internal engineers
- Worked closely with engineers to advocate sensible, scalable, systems design and share responsibility with them in diagnosing, resolving, and preventing production issues.
- Contributed significantly to user facing documentation regarding service levels, synthetic testing and incident management best practices

**IT Support Engineer**, Spotify, Somerville MA, May 2014 - May 2017

- Give personal support to Spotify's remote employees (2500+).
- Manage IT single handedly for Spotify Boston (~100 Users)
- Coordinate projects and build relationships with product vendors
- Manage, Troubleshoot, and maintain network infrastructure

## Achievements

- Worked closely with our incident management team to ensure they were well supported with tooling, documentation and clear protocols when working with external partners
- Worked closely with the observability team to ensure reliability metrics were both accurate and efficiently captured for internal consumption

## Skills

- Excellent communication and interpersonal skills, with the ability to engage with a diverse range of community members.
- Strong organizational and project management skills, with experience in planning and executing community events.
- Ability to collaborate effectively with a team and provide constructive feedback and insights.
- Passion for the arts and a deep understanding of the Art Blocks platform and community.