

# Dylan Bochman

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## Experience

### **Product Manager, Rootly**, September 2023 - December 2023

- Collaborated with cross-functional teams, including UX designers, engineers, and customer success, to implement the new onboarding tutorial.
- Implemented data-driven improvements by analyzing user engagement metrics and feedback to continuously refine the onboarding experience.

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

- Led the development of a high-performance, scalable platform, focusing on optimizing network traffic and reliability.
- Managed product lifecycle from concept to deployment, ensuring alignment with business strategy and customer needs.
- Conducted market analysis and customer feedback sessions to inform product features and roadmap.
- Collaborated with engineering, design, and analytics teams to ensure product excellence and usability.
- Worked closely with Google to identify and report on critical reliability metrics for engineers and Spotify leadership.

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

- Designed, coded, and operated tools and systems to improve reliability tooling for internal engineers
- 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+).

## Achievements

- Successfully managed the end-to-end lifecycle of a major platform product, from conception to deployment.
- Played a pivotal role in enhancing system reliability and user experience for a leading streaming service.
- Recognized for exceptional problem-solving skills and the ability to translate complex data into actionable insights.

## Skills

- Exceptional writing and editing skills, capable of translating complex technical information into accessible content.
- Skilled at translating complex technical incidents into clear, understandable narratives for diverse audiences.