

Jonathan Roemer

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Summary of Qualifications

Accomplished and intrinsically motivated director with 5+ years of leadership experience. Designed and implemented transformational projects at multiple organizations, migrating from legacy environments to cloud-native solutions in both public and hybrid cloud environments. Guided multiple organizations through merger, acquisition, and IPO. Security and compliance minded, having worked in SOC2, BSIMM, SOX, and HIPAA regulated environments.

Key Skills

- ✓ Effective leadership via an ownership mentality, distributed command, and a risk-based approach
- ✓ Vendor selection and relationship management
- ✓ Systems architecture and design
- ✓ CI/CD and DevSecOps
- ✓ Systems observability best practices (monitoring, alerting, logging, tracing) including APM and RUM
- ✓ Infrastructure as code and configuration management at exabyte scale
- ✓ Linux systems administration and troubleshooting from IPMI and disk controllers up through buggy NTP implementations
- ✓ Clear, precise written and verbal communication skills.

Professional Experience

Director of Cloud Services

SimpleHealth, May 2022 to Present

- Director for the Data Engineering, DevOps, SRE, and Quality Assurance teams

Director of Technical Operations

Cytracom, November 2021 to May 2022

- Director of the Database Engineering and DevOps teams
- Transformed service delivery standards at the organization by designing and implementing a modernized technology stack for a new product line. Kept the architecture sufficiently simple and documented so individuals in operations and development could independently maintain and improve the infrastructure. Personally implemented high-availability backend compute in AWS with

reproducible host AMIs built in Github Actions via Packer and Ansible, Github Actions CI/CD configuration for application delivery to hosts via ECR, and observability via Datadog host monitoring, logging, APM, and RUM.

- Implemented various best practices to the organization, including a Definition of Done to utilize as a production readiness checklist for new services, formalized security incident response procedures, a refocus on the importance of comprehensive documentation, high availability configurations as a requirement for new production services, standardized incident management, and change management.
- Implemented KnowBe4 as an internal phishing and cybersecurity training tool.
- Managed vendor relationships.

DevOps Manager and Technical Lead - Cloud Services

Drizly, August 2021 to November 2021

- Developed and executed on resiliency, scaling, disaster recovery, and cost mitigation strategies.
- Managed vendor relationships
- All responsibilities under "Senior DevOps Engineer".
- Manager of 4 direct reports. Provided technical guidance, teaching, and mentorship.

Senior DevOps Engineer

Drizly, March 2021 to August 2021

- Advocated for, created, and managed an internal Cloud Services team that owned all of AWS, Cloudflare, and New Relic.
- Implemented comprehensive security improvements to our AWS infrastructure, including a multi-account architecture powered by AWS Organizations, secure OpenVPN Cloud based access, and AWS SSO backed by GSuite as our SAML provider.
- Performed routine systems and security maintenance including RDS upgrades, host maintenance, load balancer configuration tuning, and more.

Associate Manager and Technical Lead, Containers and Hybrid Cloud

Datto, June 2020 to March 2021

- Designed and implemented an internal Kubernetes-based containers as a service platform and overall hybrid cloud strategy.
- Provided guidance and best practices for new and existing workloads in AWS, Azure, and Digital Ocean.
- Assisted teams across the organization in making their "build versus buy" tradeoff analysis when considering the public cloud versus our existing data center presence.

- Significantly decreased MTTR by championing APM and distributed tracing as the de-facto application monitoring and profiling tools for both new and legacy applications.
 - Performed functionality and security assessments of third-party vendor products and open source projects.
 - Manager of 4 direct reports. Provided technical guidance, teaching, and mentorship.
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Senior Systems Engineer I, Team Lead

Datto, August 2018 to June 2020

- Managed the departmental ticket queue. Tasks included ticket requirements gathering, lifecycle management, and completion verification.
 - Worked on a security-focused sub-team assessing, prioritizing, and executing on security fixes, improvements, and overall hardening of the Datto cloud.
 - Created and implemented a SOC2 compliant change management process. Created JIRA tooling to facilitate the process. Designed and managed policy enforcement and compliance monitoring. Supplied information to auditors and remedied exceptions.
 - 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.
 - Team lead for 5 engineers. Provided technical guidance, teaching, and mentorship.
 - All responsibilities under "Production Engineer I".
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Production Engineer I

Datto, May 2016 to August 2018

- Responsible for supporting high-availability customer-facing and internal systems, backend infrastructure, and development environments.
 - Daily tasks included capacity planning, hardware and virtual machine deployments, systems configuration, monitoring, and troubleshooting.
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UIITS Network Operations and Information Security

University of Connecticut, May 2014 to May 2016

- Managed DHCP, DNS, and subnet allocations.
- Designed and implemented a process for delegated Infoblox access, including the creation of end-user documentation, running staff training sessions, and maintaining administrator guides.

Education and Certifications

Openstack Professional

Mirantis

- Certificate #200-378-071

Bachelor of Science in Computer Science

University of Connecticut

- Senior Thesis: Designed and implemented a Python 3 network manager and visualization tool for 6TiSCH network devices.

Bachelor of Arts in Global Legal Studies

Arcadia University

- Completed an honors curriculum in addition to my B.A. course of study.
- Honors Thesis: A comparative case study on Indian patent policy and its impact on that nation's pharmaceutical and information technology industries.