Roman Sheydvasser
New York, NY

Summary

Experienced Software Engineer with a track record of optimizing processes, developing technical solutions, and leading teams. Passionate about roles at smaller startups where I can have a broader impact. Adept at driving operational efficiency, building scalable systems, and working hands-on with modern development stacks.

Technical Skills

- **Languages:** Golang, Python, JavaScript, Swift 3
- **Frameworks & Tools:** Kubernetes, gRPC, AWS, Docker, Parse Server, CoreLocation, MapKit, NextJS, OpenAI
- **Software Development:** Backend Services, API Design, Automation, Infrastructure Management
- **Certifications:** Ubiquiti UniFi Certified Admin (UUCA), Zendesk Explore CX Analyst Expert I

Professional Experience

Manager, Operations Engineering
Datadog — New York, NY
Oct 2021 – Sep 2023

- Managed a 4-person engineering team supporting a 500+ person global Technical Solutions organization.
- Automated repetitive processes and improved operational workflows to reduce friction.
- Launched an AI-powered system for auto-categorization and routing of support tickets.
- Spearheaded the rollout of a new Zendesk UI, improving efficiency for 300+ technical support staff.
- Recruited, trained, and mentored team members.

Rapid Growth From Solutions to Software Engineer
Datadog — New York, NY
Jan 2018 – Oct 2021

- Built services for automatic onboarding of new engineers, improving efficiency in the hiring process.
- Enhanced service deployment architecture and improved engineering workflows.
- Authored technical documentation and onboarding guides to reduce ramp-up time for new hires.
- Provided technical support for infrastructure monitoring and APM across Docker, Kubernetes, Windows, and Linux.
- Reproduced bugs, developed Python-based fixes, and guided customers through troubleshooting.
- **Tech Stack:** Golang, Python, Kubernetes, AWS, gRPC

iOS Software Developer
CoffeeNow — Remote
Dec 2016 – Jan 2018

- Designed and built an iOS application for location-based user tracking using MapKit and CoreLocation frameworks.
- Developed frontend and backend chat functionality via Parse server, supporting real-time communication.
- Integrated social login functionality to improve user sign-up experience.

Senior Systems Engineer
Charter Technology Solutions — Brooklyn, NY
Apr 2012 – Sep 2016

- Delivered technical consulting for charter schools and SMBs, supporting network administration and technical infrastructure.
- Managed service center teams to resolve technical issues efficiently and reduce site visits.
- Set up and maintained wired/wireless networks (Ubiquiti, Cisco), firewalls (SonicWall, Zyxel), and VoIP solutions (Asterisk, FreePBX).
- Configured Windows 2008/2012 servers, managing AD, DHCP, DNS, Group Policy, and Print Management.

Education

Stony Brook University
B.S., Information Systems, Specialization in Network Administration
2007 – 2012

Udacity
iOS Nanodegree — Mobile Development
2016 – 2017

Awards & Projects

Hackathon Winner — Best Use of Amazon Alexa + Second Place Overall
AngelHack Hackathon (May 2017)

- Developed "SMART Therapy," an Amazon Alexa Skill that guides users through self-reflection and S.M.A.R.T. goal setting techniques.
- Built using Python, Flask, ngrok, and the Amazon Alexa Skills kit.
- GitHub Repository | Hackathon.io Project