Contact



www.linkedin.com/in/romansheydvasser (LinkedIn)

Top Skills

Process Automation
Software Development
People Management

Languages

English (Native or Bilingual)
Russian (Full Professional)

Certifications

Ubiquiti UniFi Certified Admin (UUCA)
Zendesk Explore CX Analyst Expert I

Honors-Awards

Hackathon Winner: Best Use of Amazon Alexa + Second Place Overall

Roman Sheydvasser

Technology Professional | AI, Automation & Operations
New York, New York, United States

Summary

I'm a technology professional with a strong background in IT, operations management, and support engineering. Over the years, I've gained experience in streamlining processes, leading teams, and using AI and automation to improve workflows and make operations more efficient. I thrive in environments where I can combine my technical expertise with leadership to drive business success, foster collaboration, and continuously improve systems. I'm passionate about working with companies that are making a meaningful impact, and my goal is to advance into more leadership-focused roles.

Experience

RTech

Independent Consultant & Volunteer
September 2023 - Present (1 year 8 months)
New York City Metropolitan Area

- Provided IT consulting for small businesses, including website development and SaaS integrations.
- Assisted with IT infrastructure, CRM setup, and technical troubleshooting.
- Volunteered in disaster relief efforts, including wildfire evacuation support.
- Explored entrepreneurship and worked on personal projects, including an AI assistant web app.
- Focused on career exploration and identifying my next long-term role.

Datadog

5 years 9 months

Manager, Operations Engineering
June 2022 - September 2023 (1 year 4 months)
New York City Metropolitan Area

The Operations Engineering team focuses on improving operations using technical solutions. It encompasses analytics, project management, implementing 3rd party solutions to improve an existing workflow or process, and some scripting and coding work.

- Led a 4-person team, as part of a 15-person operations engineering group, responsible for the global 500+ person Technical Solutions organization at Datadog.
- Performed hiring manager duties.
- Automated repetitive work and removed any friction that occurred in technical support and sales engineering processes by developing in-house solutions or launching 3rd-party solutions.
- Worked directly with senior leadership at Datadog (Directors and VPs).

Senior Solutions Operations Engineer
October 2021 - June 2022 (9 months)

- Optimized processes for a global 300+ person support team.
- Rolled out major UI upgrade for Zendesk, our support ticket system, and other high-impact projects.
- Rolled out AI-enabled system for auto-categorizing and routing support tickets to the right experts.

Software Engineer
April 2020 - October 2021 (1 year 7 months)

- Worked on service deployment architecture.
- Developed services for automatically onboarding new engineers.
- Led documentation efforts for reducing onboarding time and training new engineers.
- Stacks used: Golang, Python, gRPC, k8s, AWS.

Solutions Operations Engineer
September 2018 - March 2020 (1 year 7 months)
Greater New York City Area

- Optimized processes for 100+ person solutions team, improving efficiency.
- Led implementation of new live chat product, managing design and adding custom features.
- Contributed to internal documentation, reducing customer troubleshooting time.
- Gave talks at conferences on microservices architecture and guided team members in projects.

Solutions Engineer
January 2018 - August 2018 (8 months)
Greater New York City Area

- Provided technical support directly to customers for infrastructure monitoring, logging, and application performance monitoring platforms in Docker, Kubernetes, Windows, Linux, and other environments.
- Reproduced issues and bugs and submitting fixes using Python.

CoffeeNow
Software Engineer
December 2016 - January 2018 (1 year 2 months)
San Francisco Bay Area

• Lead developer and initial UI designer for iOS app.
• Implemented tracking of and displaying nearby users via MapKit and CoreLocation frameworks.
• Developed frontend and backend of chatting feature using Parse server.
• Added support for logging in via 3rd party social networks.

Charter Technology Solutions
Senior Systems Engineer
April 2012 - September 2016 (4 years 6 months)

- Provided technology consulting services to charter schools and small/ medium businesses.
- Primary resource for internal company projects and product selection.
- Served as primary on-boarding specialist for new clients.
- Maintained wired and wireless networks (Ubiquiti, Cisco, TP-Link).
- Installed and maintained firewall solutions (Sonicwall, Zyxel, Juniper).
- Configured Windows 2008/2012 servers - AD, DHCP, DNS, Group Policy, File Sharing, Print Management.
- Set up VoIP solutions using Asterisk, Elastix, FreePBX.
- Imaged and deployed Windows PCs, iPads, Macs, Chromebooks.

Education

State University of New York at Stony Brook
Information Systems · (2007 - 2012)

Udacity
iOS Nanodegree, Mobile Development · (2016 - 2017)

Stuyvesant High School
High School, Computer Science · (2003 - 2007)