Darko Ronić

Principal Engineer, SRE · Zapier

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Croatian (native) · English (fluent) · German (limited working)

Principal SRE working across reliability, platform and infrastructure, at a company whose product runs on hundreds of services. I set the technical direction and then build the parts that make it real — org-wide primitives, service routing, the migrations that retire the old way of doing things. Planning years ahead without blocking the work in front of us. Eight years at Zapier, before that eight years leading backend development for mobile games.

EXPERIENCE

Principal Engineer, SRE · Zapier

2025 — Present

Technical direction for infrastructure and platform across the engineering organization: deciding what the platform should make easy, and what it should make hard.

- Set multi-year direction for reliability and platform work, sequencing what has to be solved now against what can safely wait.
- Design org-wide primitives — ownership, deployment, service communication, environments — adopted because they are the shortest path, not because they are mandated.
- Designed, built and shipped the Kubernetes controller behind cell-aware service routing — roughly a hundred environment variables resolved per workload into ConfigMaps and Vault, running in staging and production with a highly-available build, and being adopted service by service because it made the right call the default.

Staff Engineer, SRE · Zapier

2021 — 2025

Platform strategy and cross-team delivery for a system of hundreds of services, from edge routing to service ownership.

- Built the first version of the edge routing service myself and led its design through to production, where it now carries Zapier's edge traffic and is the only routing layer that natively supports cells. Getting there meant resolving the ownership ambiguities that had blocked deployment in the first place.

Senior Engineer, SRE · Zapier

2020 — 2021

Reliability engineering for a large Python monolith and the AWS infrastructure around it — the ground the later platform work was built on.

Engineer, SRE · Zapier

2018 — 2020

Site reliability for a rapidly growing product: AWS, Kubernetes, Python, and infrastructure as code.

Server Development Lead · Nanobit

2010 — 2018

Led backend development for a portfolio of mobile games, from the first server to a multi-title platform.

- Built the backend platform for a portfolio of mobile games on AWS, from the first server through a multi-title architecture.

EDUCATION

M.Sc. Computer Engineering

University of Zagreb, Faculty of Electrical Engineering and Computing
2005 — 2010 · Graduated in the top 10% of the class, cum laude.

TECHNICAL

Direction
Platform and infrastructure strategy · Architecture review and RFC authorship · Service ownership models · Mentoring Staff and Senior engineers

Code
Kubernetes controllers · Platform services and internal tooling · Python and Go · APIs and service contracts

Platform
Kubernetes · AWS · Helm · Argo CD · Kustomize · Terraform · Vault · GitLab CI

Systems
Service mesh and discovery · Cross-service communication · Autoscaling · Fault and workload isolation · Configuration and secrets

Delivery
GitOps and infrastructure as code · Automated deployment · Sandbox and ephemeral environments · Local development tooling

Languages
Python · Go · Distributed systems