

Darko Ronić

Principal Engineer, SRE · Zapier

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

Principal engineer setting technical direction for infrastructure and platform across an engineering organization of hundreds of services. I design the primitives — ownership, routing, delivery, environments — that shape how teams interact with a platform, 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.
- Go deep on the hardest problems, draft the path forward, then bring the owning teams along it. Mentor staff and senior engineers across the organization.

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.

- Defined the long-term roadmap for the infrastructure organization and aligned it with enterprise requirements.
- Designed and delivered shared routing, service discovery, and ownership foundations adopted across engineering.
- Shaped reliability and observability practice so teams could reason about their own services rather than escalate.

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.
- Automated deployments across a fleet of EC2 instances, replacing manual release work.
- Spoke at EuroPython 2014 in Berlin on scaling a Python game backend to the cloud.

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

Delivery

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

Platform

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

Reliability

Site reliability engineering · Service-level objectives · Incident response and follow-up · Observability and capacity planning

Systems

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

Languages

Python · Go · Distributed systems