

# Ryan Parman • [jobs@ryanparman.com](mailto:jobs@ryanparman.com)

Cloud-native engineering leader with a focus on reliability, scalability, and security for the modern web.

IMPORTANT: This résumé is optimized for *Applicant Tracking Systems*. For interviewers: [Web](#) • [PDF](#) • [Word](#)

## Work Experience

### [McGraw Hill](#) — Remote (since COVID), previously Seattle, WA

#### Principal Engineer, Cloud Center of Excellence (January 2024—October 2024)

- Joined a team whose mission was to provide guidance and support in the cloud journey of the entire organization.
- Proposed best practices, guardrails, and security measures to ensure a secure and efficient cloud environment.
- Identified opportunities to extend the security measures and guardrails devised for AWS to other cloud platforms.

#### Principal Cloud and Platform Engineer (June 2020—January 2024)

- Led the team who supported all SRE and product engineering teams, working on core platforms and services, as every school in America transitioned to online learning during the COVID-19 lockdowns.
- Authored or edited over 1,800 [Confluence](#) documents.
- Partnered with Enterprise Architecture and [AWS Professional Services](#) to deploy [Control Tower](#) and [Identity Center](#), resulting in lowered costs and increased control over account guardrails.
- Managed the Base [AMI](#) program. Leveraged insights from [CIS](#), security patching, and internal needs to develop a unified build pipeline integrating best practices.
- Conducted comprehensive scans of [Route 53](#) to obtain a mapping of the company's thousands of active websites. Prioritized identifying and remediating misconfigurations, rotating certificates, and increasing visibility.
- Implemented the Linux runtime environment used by self-hosted [GitHub Actions](#) runners.
- Spearheaded the [Artifactory](#) Rebuild project. Ran the project from inception to completion, including the majority of development. Directed effort across ~80 teams and ~300 services to complete the project.
- Improved security by enabling continuous token and password rotation for engineering teams by building a *Token Vending Machine*.
- Resolved all technology blockers preventing migration lower-cost [ARM64](#) CPUs, opening the door for ~\$450k/year in cost savings.
- Led dozens of smaller projects, offered guidance to engineers on best practices, and documented knowledge.

#### Engineering Manager, Site Reliability (October 2018—June 2020)

- Managed a team of four, while working to level-up the team's technical skills and leadership capabilities. Conducted regular 1:1s, performance reviews, and career development discussions.
- Revamped the SRE interview process to prioritize a 70/30 focus on software engineering (Dev) and systems operations (Ops). Emphasized leadership qualities, bias for action, and high curiosity.
- Led the [Site Reliability Engineering](#) (SRE) team in addressing macro-oriented problems affecting engineering teams, empowering greater self-service.
- Established a process for maintaining reusable [Terraform](#) modules which teams leveraged to compose infrastructure with minimal effort.
- Customized the [Amazon Linux](#) AMIs to comply with Level-2 [CIS](#) Guidelines for both Amazon Linux and [Docker](#). Liaised with cybersecurity, operations, and business units to ensure compliance.
- Invented custom security and operational tooling to understand the current posture of ~200 AWS accounts where off-the-shelf tools did not meet the needs of the organization.
- Reduced the time to deploy a new service from dozens of weeks to a single meeting by implementing a *Monitoring-as-Code* methodology, and defining broad-use [Service Level Objectives](#) (SLOs) ([New Relic](#), [Datadog](#)).

#### Staff Software Engineer (October 2016—October 2018)

- Led the development of Tier-1 services within the educational content authoring pipeline, leveraging technologies such as [REST](#), [GraphQL](#), API design, [Amazon ECS](#) (similar to [Kubernetes](#)), [Docker](#), [Terraform](#), [ePubs](#), and security best practices.
- Led the development of the authoring component of the [SmartBook 2.0 product](#), and the internal system which indexes authored content, builds ePubs, and encodes images/video for the ePub CDN using [ffmpeg](#).
- Established the technical direction of these projects, promoted adoption across the organization, published comprehensive documentation, and offered ongoing integration guidance.
- Accelerated the adoption of CI/CD, rapid deployment practices, and Docker containers, shortening the feedback loop for developers and increasing the reliability of deployments.
- Served as a core resource in adopting *Infrastructure-as-Code* (IaC) tools such as [Terraform](#) and [Packer](#).

## [WePay](#) — Redwood City, CA

### DevOps Engineer (April 2015—September 2016)

- Led a cross-company initiative to upgrade the monolithic application from [PHP](#) 5.4 to PHP 5.6 (the latest at the time). Facilitated cross-team collaboration among all major engineering teams and QA departments to achieve results.
- Initiated a program to automate the creation of base server images for cloud servers. This allowed new servers to boot and begin serving traffic ~75% faster.
- Invested in monitoring and alerting systems to prevent customer-facing issues ([New Relic](#), [Grafana](#)).
- Increased reliability and efficiency by implementing *configuration-as-code* for cloud infrastructure in [GCP](#).

### Senior API Engineer (April 2014—April 2015)

- Led the company's [HackerOne](#) program, coordinating across teams to address security issues.
- Built a development environment for engineering teams. Reduced new engineer onboarding time from 2 weeks to 1 day.
- Expanded WePay's payment security offerings by designing MFA-as-a-Service (U.S. patent filing [US15042104](#)).

## [Amazon Web Services](#) — Seattle, WA

### Web Development Engineer II (March 2010—April 2014)

- Created the [AWS SDK for PHP](#), enabled AWS to reach the largest developer group — [PHP](#).
- Initiated the creation of [AWS SDK for PHP](#) v2 to address changes in the PHP language and growth of AWS services.
- Led one of the first teams to provide reusable UI building blocks for the [AWS Management Console](#), by collaborating directly with the AWS Design team.

## Skills

- **Languages:** [Bash](#), [Go](#), [PHP](#), [Python](#).
- **Cloud/DevOps/SRE:** DevOps, DevSecOps, TLS and cipher suites, [ACM](#), [ARM64](#), [AWS Well-Architected](#), [AWS](#), [Amazon Web Services](#), [Ansible](#), [Artifactory](#), [Bash](#), [CIS](#), [CentOS](#), [CloudFormation](#), [CloudFront](#), [Control Tower](#), [Docker](#), [EC2](#), [ECS](#), [GCP](#), [GitHub Actions](#), [GitHub Enterprise](#), [Git](#), [IAM](#), [Identity Center](#), [Image Builder](#), [Lambda](#), [Nginx](#), [OpenTofu](#), [Packer](#), [RDS Aurora](#), [Redis](#), [Route 53](#), [S3](#), [SDKs](#), [Secrets Manager](#), [Terraform](#), automation, cloud computing, cloud configuration security, computer science, database, deployment, disaster recovery, multi-platform development, operational reliability, performance, platform, rapid response, scalability, scaling, scripting, troubleshooting, uptime, virtualization.
- **SDE/SWE/DevTools:** API design, API versioning, CI/CD, CLI tools, [AWS](#), [CircleCI](#), [Docker](#), [GitHub Actions](#), [Git](#), [GraphQL](#), [JWT](#), [NFS](#), [REST](#), [Redis](#), [Subversion](#), [Vagrant](#), [WordPress](#), [XSLT](#), [ffmpeg](#), [twelve-factor applications](#), agile, architecture, authentication, authorization, automation, automation, building platforms, cloud, code generation, containerization, continuous delivery, continuous deployment, continuous integration, debugging, defensive cybersecurity, design, development, distributed, integration, microservices, multi-platform development, optimization, performance, refactoring, scalability, scrum, security, software library design, software testing, standards, tdd, technical documentation, test-driven development, testing.
- **PM/TPM:** [Confluence](#), [Jira](#), agile, building platforms, coordination with downstream services, cross-collaboration (dozens of teams, hundreds of services), kanban, organization of complex projects, product development, product roadmap management, project documentation, project management, risk mitigation, scrum, stakeholder management, technical documentation, vendor management.

## Education

Silicon Valley College (now [Carrington College](#)), San Jose, CA. Bachelor of Arts, *Design and Visualization*