# Ryan Parman

**Cloud-native engineering leader, looking to pivot into project, product, and program management roles.**

**Links:** [GitHub (personal)](https://github.com/skyzyx) • [GitHub (side project)](https://github.com/northwood-labs/) • [LinkedIn](https://www.linkedin.com/in/rparman/) • [Stack Overflow](https://stackoverflow.com/users/228514/ryan-parman) • [Role-targeted résumés](https://github.com/skyzyx/resume/blob/master/resumes/#readme)  
**Format:** [Web](https://github.com/skyzyx/resume/blob/master/resumes/ryanparman-tpm.md) • [PDF](https://github.com/skyzyx/resume/raw/master/resumes/ryanparman-tpm.pdf) • [Word](https://github.com/skyzyx/resume/raw/master/resumes/ryanparman-tpm.docx) • [OpenDocument](https://github.com/skyzyx/resume/raw/master/resumes/ryanparman-tpm.odt) • [Raw Markdown](https://github.com/skyzyx/resume/raw/master/resumes/ryanparman-tpm.md)

## Summary

Ryan Parman is a seasoned problem-solver who excels at listening, adapting, and driving continuous improvement. Committed to delivering exceptional work, building impactful solutions, and elevating team performance.

Looking to pivot from a technical leadership role into a product/program management role, Ryan is seeking opportunities to leverage his technical acumen, leadership skills, and passion for shipping impactful projects successfully.

## Work Experience

Older roles are truncated for brevity. If interested, details can be found [on GitHub](https://github.com/skyzyx/resume/blob/master/ryanparman-previously.md).

### [McGraw Hill](https://www.crunchbase.com/organization/mcgraw-hill-education) — Remote (since COVID), previously Seattle, WA

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

* Assumed a role influencing the technical direction of the entire organization. Ensured a focus on real-world, actionable feedback and provided strategic direction aligned with practical needs.
* Continued to be involved in the oversight and direction of our AWS stack, security, guardrails, and more.
* Identified opportunities to extend the security measures and guardrails developed for AWS to other cloud platforms.

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

* Transitioned from Engineering Manager to a strategic technical leadership role.
* Prolific documentarian. Documentation is worth 50% of your grade.
* Partnered with McGraw Hill Enterprise Architecture and [AWS Professional Services](https://aws.amazon.com/professional-services/) to deploy [AWS Control Tower](https://aws.amazon.com/controltower/) and [AWS Identity Center](https://aws.amazon.com/iam/identity-center/). Lowered costs and increased control over account guardrails.
* Managed the program for building and maintaining base AMIs for all of McGraw Hill.
* Rebuilt our [Artifactory](https://jfrog.com/artifactory/) cluster with a “cattle, not pets” approach. Ran the project from inception to completion, including the majority of development. Worked across dozens of teams and hundreds of services to complete the project.
* Proactively added support for lower-cost ARM64 CPUs, opening the door for ~$450k/year in cost savings.

#### 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.
* Led the [*Site Reliability Engineering*](https://sre.google/in-conversation/) (SRE) team in addressing macro-oriented problems affecting decentralized, heterogeneous engineering teams across the company. Empowered greater self-service for engineering teams.
* Revamped the Seattle 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.
* Owned and served as the key decision-maker in development of a core platform for company-wide, reliability-focused projects.
* Formed and led a leadership group to establish a process maintaining reusable Terraform modules which could be composed together according to a service’s needs.

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

* Led the development of multiple Tier-1 services within the educational content authoring pipeline, leveraging technologies such as [REST](https://martinfowler.com/articles/richardsonMaturityModel.html), [GraphQL](https://graphql.org), API design, [Amazon ECS](https://aws.amazon.com/ecs/), [Docker](https://www.docker.com), [Terraform](https://www.terraform.io), [ePubs](https://www.w3.org/publishing/epub3/), and security best practices.
* Provided the technical direction of these projects, promoted their adoption across the organization, provided comprehensive documentation, and offered ongoing guidance on adoption.
* Led the development of the authoring component of [McGraw Hill’s SmartBook 2.0 product](https://www.mheducation.com/news-media/press-releases/mcgraw-hill-connect-unveils-smartbook.html), and the internal system which indexes authored content, builds ePubs, and encodes images/video for McGraw Hill’s ePub CDN.
* Introduced the adoption of continuous integration (CI), continuous delivery (CD), rapid deployment practices, and Docker containers.
* Introduced a more hands-on monitoring approach, enabling development teams to actively engage in their own operations. Achieved significantly lower *Mean Time to Recovery* (MTTR).
* Served as a core resource in adopting *Infrastructure-as-Code* (IaC) tools such as [Terraform](https://www.terraform.io) and [Packer](https://packer.io).

### [WePay](https://www.crunchbase.com/organization/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 in order to achieve results.
* Initiated a program to automate the creation of base server images for our cloud servers. They allowed new servers to boot and begin serving traffic ~75% faster.
* Began investigating ways to implement *configuration-as-code* for our cloud infrastructure.

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

* Took the lead on the company’s [HackerOne](https://www.hackerone.com) program, coordinating across teams to address security issues.
* Built a development environment for engineering teams. Reduced new engineer onboarding time from 2 weeks → 1 day.
* Instrumental in designing WePay’s MFA-as-a-Service offering. (U.S. patent filing [US15042104](https://patents.google.com/patent/US20160241536A1/en?inventor=Ryan+Parman))
* Developed new API endpoints to help expand WePay’s business and support its partners.

### [Amazon Web Services](https://www.crunchbase.com/organization/amazon-web-services) — Seattle, WA

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

* AWS hard-forked my open-source *CloudFusion* project into the [AWS SDK for PHP](https://aws.amazon.com/sdk-for-php/), then hired me to work on it.
* Collaborated with the [AWS Elastic Beanstalk](http://aws.amazon.com/elasticbeanstalk/) team to provide PHP support for the platform, which launched in March 2012.
* Played a key role in the creation and development of the [AWS SDK for PHP](https://aws.amazon.com/sdk-for-php/) v2, incorporating significant changes in the PHP language and community since CloudFusion was first written in 2005.
* Collaborated with the AWS Design team on the [AWS Management Console](https://console.aws.amazon.com), to build a robust and user-friendly console. Led one of the first teams to provide reusable UI building blocks at AWS.
* Focusing on Amazon’s *Customer Obsession* leadership principle, I successfully pushed for being better stewards of our community. Included increased transparency, better communication, and improved tooling for developers. [[Examples](https://github.com/skyzyx/resume/blob/master/amazon-specifics.md)]

## Examples of Technical Documentation

Much of my other work is published inside of corporate Confluence/wikis. Here are some examples of my public-facing documentation:

* [Setting up macOS for development](https://github.com/northwood-labs/macos-for-development/wiki)
* [Local AWS Lambda environments (with Go)](https://github.com/northwood-labs/local-lambda-environments-with-go)
* [Local development environment (devsec-tools)](https://github.com/northwood-labs/devsec-tools/blob/main/docs/localdev.md)
* [Configuring DataGrip for Valkey (devsec-tools)](https://github.com/northwood-labs/devsec-tools/blob/main/docs/configuring-datagrip-for-valkey.md)
* Diagrams of Artifactory [infrastructure](https://whimsical.com/artifactory-infrastructure-diagram-5MbWJd8BJfMbRWhfZwtHhQ) and [software](https://whimsical.com/artifactory-software-configuration-and-data-flow-QWZnvbv4SXTX2qkmKGZAqp) configuration.
* Diagram of a [secrets-rotation system](https://whimsical.com/tokengen-infrastructure-diagram-and-data-flow-5ZphqPDP826AaPZHKxCKSr).

## Recommendations

See a [selective list of recommendations](https://github.com/skyzyx/resume/blob/master/selected-recommendations.md) from co-workers and peers.

## Groups and Accomplishments

* U.S. patent filing, [“System and Methods for User Authentication across Multiple Domains”](https://patents.google.com/patent/US20160241536A1/en?inventor=Ryan+Parman) (US15042104) (2016)
* U.S. patent filing, [“Hive-based Peer-to-Peer Network”](https://patents.google.com/patent/US8103870B2/en?inventor=Ryan+Parman) (US8103870B2) (2007)
* Voting representative for AWS, [PHP Framework Interoperability Group](http://www.php-fig.org) (2012–2013)

## Keywords and Skills

This list is not exhaustive, but is targeted toward the skills most relevant to PM, TPM, and Product roles.

[Confluence](https://www.atlassian.com/software/confluence), [Jira](https://www.atlassian.com/software/jira), building platforms, coordination with downstream services, cross-collaboration (dozens of teams, hundreds of services), organization of complex projects, product development, product roadmap management, project documentation, project management, risk mitigation, stakeholder management, technical documentation, vendor management.

## Education

Obtained a **Bachelor of Arts** degree in *Design and Visualization* from *Silicon Valley College* (now [Carrington College](http://carrington.edu/schools/san-jose-california/)) in San Jose, CA.

Graduated in *November 2003* with a **3.84** GPA.