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Bryan Rodríguez Abarca

Technical Product Manager · Payments & Applied AI

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POSITIONING

> *Global product ownership grounded in hands-on payments engineering: from checkout and recurring billing to enterprise invoice, payment and reconciliation workflows. Applied AI with evidence.*

15 years in technology delivery; platform product ownership since November 2022 and global product management since December 2024. Daily English with Marsh stakeholders and vendors across the US, Canada, UK and India.

Product Roadmaps, requirements, prioritization, release planning, vendor management and cross-team influence.

Technical Legal accounts payable workflows and Oracle EBS integration; checkout, recurring billing, PSP APIs and webhooks; Cognos and SQL; model evals, RAG and MCP.

01 Professional experience

Technical Product Manager

Marsh · Global `Dec 2024 – Present`

- Own Passport's global product roadmap and technical delivery for Marsh. The platform covers legal invoice review, payment and reconciliation with Oracle EBS integration; I align business, technology and vendor teams without direct reports.
- As assigned project manager, expanded Passport from 8 to 16 countries in six months with the Oracle EBS team, enabling outside counsel in eight new markets to submit and process invoices.
- Global stakeholder management and conflict resolution are part of my daily work on Passport: I negotiate competing priorities, agree which commitments shift and define scope and delivery phases by business value; coordinate business, technology and vendor teams; and keep stakeholders informed of the agreements and their implications.
- Used AI to map a decade of Passport customizations, re-document the API and prepare Postman collections for IAM integration; presented the work as a panelist at Wolters Kluwer's ELM Amplify 2026.
- Became the primary business report developer after learning IBM Cognos and writing report SQL, avoiding about USD 10,000 in vendor fees per report delivered.
- Own the multi-currency FX process and adapted its ingestion when Procurement changed the source format, improving logging and error handling.

EXPERIENCE CONTINUED

Technical Lead & Salesforce Platform Owner

Protégitas · LegalBrave Nov 2022 – Dec 2024

- Led development and integrations with two external consultancies reporting for delivery; owned Salesforce roadmap and priorities, bringing work in house and cutting change-request delivery from days to hours.
- Owned the checkout across PayPal, Stripe and Adyen. Built recurring billing with AWS Lambda webhooks and periodic reconciliation between the processor and Salesforce.
- Built an SFTP-to-Salesforce integration for the largest enterprise client using AWS Transfer Family, S3 and Lambda, removing manual steps at lower infrastructure cost.
- Released integrations with Zapier and Pipedream, then rebuilt them as production AWS services.

IZZI Telecom · Senior Validation Engineer Oct 2021–Nov 2022. OTT monitoring, Grafana, incidents and SLAs under ITIL v4.

NTT Data · Support Coordinator Nov 2019–Jun 2021. Led 14 engineers handling 1,200–1,500 tickets monthly, escalations and SLAs.

Earlier technology roles 2010–2019. ARIHUS, Dell/NTT, Iusacell and Banorte: Linux infrastructure, network and banking support.

02 Selected work

Payment routing orchestrator Independent project. Deterministic PSP routing from approval evidence, fee tolerance and error-class retries; AI decline normalization gated by evals and safe fallback; MCP server. orchestrator.vryahn.com

nutri. Independent production React/Supabase PWA with RAG, semantic search, a remote MCP server and release-gating evals. More than 180 automated tests gate releases; Sentry monitors production errors. nutri.vryahn.com/about

03 Education and credentials

MSc Data & Information Science INFOTEC · in progress, 2026–2027.

BEng Computer Systems Engineering Instituto de Estudios Superiores de América del Norte · degree awarded.

Credentials SCRUMstudy SPOC, SMC and SODEC; Microsoft AI-102 and DP-100 official courseware (training, not certifications).

Languages Spanish native; English full professional proficiency, used daily.

Tools Azure DevOps at Marsh; Notion for independent projects. Python, Node.js, React, AWS and SQL.