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Technical Product Manager · Payments & Applied AI

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P O S I T I O N I N G

> *Most product problems worth solving need data. Most data problems worth solving need product judgment. I work at that boundary.*

Technical Product Manager focused on payments and applied AI. At Marsh, I lead global product and technical delivery for Wolters Kluwer Passport, used for legal accounts payable from invoice receipt and review through payment and reconciliation, with Oracle EBS integration. I own its roadmap and resolve stakeholder conflicts daily across global business, technology and vendor teams, agreeing scope, commitments and delivery phases by business value. Previously, as Development and Integrations Lead at Protégitas · LegalBrave, I owned Salesforce and checkout, integrated PayPal, Stripe and Adyen, and built recurring billing, payment webhooks and processor-to-CRM reconciliation. I have owned a platform product since November 2022 and led global product management since December 2024. My technical foundation includes banking-application support, infrastructure, process validation, software development and technical leadership. My personal work explores payment routing with synthetic data and applied AI; nutri. is a separate production app with RAG, a remote MCP server and release-gating evaluations.

E X P E R I E N C E

01 Professional Experience

Technical Product Manager

Marsh · Global **Dec 2024 – Present**

Global product and technical ownership of Wolters Kluwer Passport for Marsh, covering its roadmap, requirements, change requests, releases and vendor management. The enterprise legal management platform is used for legal accounts payable workflows: invoice receipt and review, payment and reconciliation, with Oracle EBS integration. I lead delivery across business, technology and vendor teams.

- Own the Passport product roadmap end to end: modules, enhancements and customizations scheduled over the next two years.
- 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.
- Doubled Passport's country coverage from 8 to 16 as assigned Project Manager on a six-month project (Jun–Dec 2025): outside counsel in eight additional countries can now submit and process invoices through the platform, each with its local currency and main tax, delivered by extending the Passport to Oracle EBS integration together with the EBS team. Twelve more countries are planned for 2027.
- Re-documented the platform API to match the actual customizations and generated Postman collections with AI for the user-provisioning use cases, delivered to the IAM team to integrate Passport with Marsh's internal identity and permissions system — saving thousands of dollars in consulting hours.
- Rebuilt with AI the institutional knowledge of a Passport instance carrying a decade of accumulated customizations — mapping its objects, parameters and relationships into a governable source of truth — work I presented as a panelist at Wolters Kluwer's ELM Amplify 2026 (Scottsdale, AZ, Nov 2026), on the session "AI Under the Hood: Governance, Architecture & Defensible Adoption", representing Marsh before the global legal ops community.
- Replaced the vendor as the business's primary report developer after self-teaching IBM Cognos, writing the SQL behind the reports myself — saving around USD 10,000 per report delivered, the vendor's rate for the same work.
- Own the platform's multi-currency FX process — periodically updating exchange rates in Passport so Cognos reporting reflects them automatically — and led the module upgrade when Procurement changed its source file format, adapting the ingestion and improving its logging and error handling.

Development Project Mentor (Volunteer)

Facultad de Ingeniería, UNAM **Feb 2025 – Present**

- Mentored student software teams during the formal volunteer period: scope and flows in Miro, UI/UX in Figma, Design Thinking, and Scrum delivery in Jira and Notion.
- Remain a permanent volunteer, giving occasional guest sessions in the senior engineering projects class on product management and related topics, including API integrations (hands-on class, Nov 2026; public material at github.com/vryahn/api-integrations-101), cloud architecture, implementation practices, UI/UX, Design Thinking, Figma and Miro.

Technical Lead & Salesforce Platform Owner

Protégitas · LegalBrave **Nov 2022 – Dec 2024**

Joined LegalBrave as Development and Integrations Lead. Two external consultancies, one for Salesforce and one for web development, reported to me

for delivery. LegalBrave was a consumer legal-tech startup founded by Protégitas, a B2B provider of legal-services memberships for companies; after its wind-down, moved to the parent company with the same charter: Salesforce ownership, web application development and cloud integrations.

- Integrated Salesforce with PayPal, Stripe and Adyen and owned the website checkout end to end; since Adyen only tokenized cards and charged on demand, built the recurring-billing engine myself — subscription state, billing cycles and charge scheduling — with AWS Lambda webhooks streaming payment events (successful, failed, new subscription and more) into Salesforce and a periodic reconciliation job re-checking processor state against the CRM to catch missed or out-of-order events.
- Chargebacks raised at the processor were detected in the same event stream and written into Salesforce, where they triggered an alert routing the case to the call-center team that worked the dispute.
- Built the data integration with Protégitas's largest enterprise client, a Mexican financial institution, replacing the previous infrastructure at lower cost and removing manual steps: an SFTP bridge on AWS Transfer Family through which the client delivered files of newly authorized policies (new members) into S3, and a Lambda that detected each file, processed it and pushed the records into Salesforce over its REST API, ready for billing and member support.
- Took over, on my own initiative, end-to-end ownership of Salesforce — roadmap, requirement intake and prioritization, customizations and administration, querying the platform's data in SOQL daily for reporting — insourcing work previously outsourced to a consultancy billing thousands of dollars per month, and cutting change-request delivery from days to hours.
- Designed a ChatGPT integration scoped to company data (2023), born from personal experimentation with the OpenAI API and prioritized on the product roadmap; the startup's wind-down halted the build.
- Shipped integrations low-code first (Zapier, Pipedream) for fast release, then rebuilt them as production services on AWS.
- Built web applications: backend services in Node.js on AWS (Lambda, EC2, S3); frontends in React and Next.js; calendar integrations.
- Kept application secrets and environment configuration in AWS Secrets Manager rather than in code or on the instances, consumed at runtime by the Lambda webhook handlers and the EC2 services; instrumented CloudWatch logging across the whole pipeline — authentication events, objects newly landed in or modified within the S3 buckets, and each push to Salesforce together with its response — giving an auditable end-to-end trace of the integration. Implemented a timeout in a LegalBrave AWS Lambda function to bound response waiting within its available execution time.

Senior Validation Engineer

IZZI Telecom **Oct 2021 – Nov 2022**

- Monitored OTT platforms (HBO Max, Android TV, Paramount+) and used Grafana for network monitoring across the company's OTT network;

incident and SLA management under ITIL v4, coordinating fixes with development teams.

Support Coordinator

NTT Data `Nov 2019 – Jun 2021`

- Led a 14-engineer support team running a 1,200–1,500 ticket/month operation: escalations, reporting, SLA compliance across the full ticket base, and Active Directory administration.
- Managed stakeholders for the Nacional Monte de Piedad operation: reported to NTT Data's internal project lead and addressed requirements from the client-side project lead. Coordinated efforts with an external consultancy project lead and a peer coordinator from a consultancy.

Early Career — Infrastructure, Networks & Support

Four companies `May 2010 – Oct 2019`

- Inteligencia Artificial ARIHUS — Infrastructure Analyst (May 2016–Oct 2019): enterprise Linux servers (Zimbra, Odoo, Zammad, Asterisk, Ubuntu Server), technical project sizing, cloud service maintenance.
- Dell Services / NTT Data — IT Quality Assurance Specialist (Nov 2015–Apr 2016): process validation and ticket filtering for field operations.
- Iusacell Enlace / TotalPlay Empresarial — Support Analyst (Aug 2014–Oct 2015): first-level technical support for enterprise fiber-optic networks (DNS, DHCP, DMZ, IPv4).
- Grupo Financiero Banorte — Support Engineer (May 2010–May 2011): banking application support under ITIL v3.

P O R T F O L I O

02 Selected Work

Payment routing orchestrator — evidence in the hot path, AI at the edges

Personal project `github.com/vryahn/payment_orchestrator · orchestrator.vryahn.com`

- Deterministic PSP routing engine: empirical approval evidence per segment (Wilson lower bound, 4-level hierarchy with fallback), an explicit fee-tolerance knob in percentage points, PSP-down exclusions, and a retry state machine keyed on error class; +5.9 pp approval out-of-sample vs observed routing (directional replay, synthetic data). A fraud_risk error class, recognized from issuer and PSP signals (lost/stolen card, suspected fraud), triggers a permanent hard stop of the retry chain — the engine acts on the fraud signal it receives, it does not score or detect fraud itself.
- LLM only at the edges: a decline normalizer (deterministic table → Gemini/Mistral chain with enum-constrained output → safe fallback) gated by a golden-set eval with hallucination gate and committed

baseline, and an MCP server so an agent can route, explain, simulate and inspect the evidence. Live demo + HTTP API on Vercel; case study at vryahn.com/work/routing. Built and shipped inside Claude Code, with guardrails that caught a broken API rewrite, a mislabeled issuer and two wrong assumptions of mine before anything shipped.
- Nothing is recorded without its event: a transactional outbox commits the routing decision and its outbox row in one transaction, a worker drains them at-least-once, and a crash-mid-drain test proves a single logical delivery. SQLite through the standard library, no new dependency, plus a Dockerfile that runs the suite inside the image.

nutri. — production PWA built inside an agentic stack

Personal project `github.com/vryahn/nutri · nutri.vryahn.com/about`

- Design, build and run a deployed nutrition-tracking PWA (React, Supabase) entirely inside Claude Code — a seven-model AI fallback chain (Gemini → Groq → Mistral) with a structured per-100 g schema, MCP-driven database migrations, enforced repo conventions and guardrails, 180+ automated tests gating every release, production error monitoring (Sentry), and a public sandboxed demo (anonymous sessions, zero-cost AI fixtures).
- Remote MCP server (10 tools) that an AI agent authenticates into over OAuth 2.1 against Supabase Auth, with PKCE and dynamic client registration, ES256 JWT verification against a remote JWKS, and Row Level Security as the only authorization layer for both the app and the agent.
- Case studies: vryahn.com/work — evals for a model cascade · RAG with citation grounding · a remote MCP server where row-level security is the only authorization layer.

E D U C A T I O N

03 Education

MSc in Data & Information Science (MCDI)

INFOTEC · Mexico City `2026 – 2027 · In progress`

Thesis (in progress): Multi-PSP payment orchestration — adaptive routing and retry by error class for customer- and merchant-initiated transactions. MCDI curriculum: Python, R, SQL, machine learning, applied statistics, data visualization, optimization.

BEng in Computer Systems Engineering

Instituto de Estudios Superiores de América del Norte `Degree awarded · Professional license 15091001`

C R E D E N T I A L S

04 Certifications

- Scrum Product Owner Certified (SPOC®) — SCRUMstudy, April 2025
- Scrum Master Certified (SMC®) — SCRUMstudy, April 2025
- Scrum for Operations & DevOps Expert Certified (SODEC®) — SCRUMstudy, July 2025

P R O F E S S I O N A L D E V E L O P M E N T

05 Courses & Specializations

- Project Management Specialization (4 courses, 120 h) — Tecnológico de Monterrey / Coursera, April 2025
- Microsoft Cybersecurity Architect (SC-100 courseware, 28 h) — Microsoft Official Courseware, September 2025
- Develop AI Solutions in Azure (AI-102 courseware, 35 h) — Microsoft Official Courseware via NETEC, October 2025
- Designing and Implementing a Data Science Solution on Azure (DP-100 courseware, 28 h) — Microsoft Official Courseware via NETEC, November 2025
- Build Generative AI Solutions with AWS and SimuLearn — seminar assessment passed, Net4skills / NETEC, November 2025
- Cybersecurity and Digital Resilience — seminar attendance (1 h), UNAM DGTIC, August 2026

C A P A B I L I T I E S

06 Skills

Payments

- Checkout and recurring billing · PSP and gateway integrations (Stripe, Adyen, PayPal) · payment orchestration · retries and reconciliation · routing by approval evidence and error class · webhooks and event reconstruction · Legal accounts payable workflows and ERP integration (Passport–Oracle EBS)

APIs & Integrations

- REST APIs and webhooks · API documentation and Postman collections · OAuth 2.1 with PKCE, dynamic client registration and ES256 JWT verification against a remote JWKS (self-built remote MCP server) · enterprise integrations (Salesforce REST API, Oracle EBS, SFTP on AWS Transfer Family → S3 → Lambda) · event reconstruction and

reconciliation across processor and CRM · MCP servers · low-code first (Zapier, Pipedream), then production services on AWS

Applied AI

- AI with judgment — where a model belongs and where it doesn't; hallucination identification and mitigation (schema constraints, enum gates, safe fallbacks, eval baselines) · AI-assisted reverse engineering and system mapping · API documentation and Postman collections generated with AI · LLM application design — evaluation harnesses (golden sets, tolerance regimes, hallucination gating), RAG with citation grounding, hybrid semantic search (pgvector, embeddings), multi-model fallback chains, MCP servers · OpenAI, Anthropic, Gemini and Mistral APIs · LLM at the edges of deterministic systems (decline-code normalization with enum-constrained output and safe fallback)

Technical Product Management

- PRDs, specs and acceptance criteria · Technical product management — roadmap ownership, requirements, prioritization, releases, vendor management and negotiation across global teams · Global stakeholders in English (US, Canada, UK, India) · Scrum (SPOC®, SMC®, SODEC®) · Azure DevOps · Notion

Platforms & Development

- Salesforce (Sales Cloud, Service Cloud) · Wolters Kluwer Passport · IBM Cognos · SQL and SOQL for product reporting and analysis · Python · FastAPI · Vercel · Node.js · React · Next.js · JavaScript · HTML · CSS · GitHub

Cloud

- AWS (EC2, S3, Lambda, API Gateway, Secrets Manager, Transfer Family, CloudWatch) · Azure data science and AI services, including Azure AI Foundry (Microsoft Official Courseware, 63 h) · Low-code: Zapier, Pipedream

Service Management

- ITIL v3/v4 · ServiceNow · Remedy · Active Directory

Languages

- Spanish — native · English — full professional proficiency, daily working language with stakeholders in the US, Canada, UK and India