

Bryan Rodríguez Abarca

Technical Product Manager · AI Platforms & Agentic Workflows

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Mexico City, Mexico · Open to remote roles

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.

Fifteen years across the full technology stack — support, enterprise networks, Linux infrastructure, QA, full-stack development, technical leadership, platform product ownership since 2023 and global product management since 2024. I run Wolters Kluwer Passport for Marsh, operating daily in English with business stakeholders in Houston, New York, Toronto and London, and vendor teams in Houston, Toronto and Pune. I use AI as a daily production tool at work — system mapping, API documentation, test collections, forecasting — and on my own stack: nutri., a personal product running a production RAG pipeline, semantic search and a self-built remote MCP server, with every LLM change gated by evals. MSc in Data & Information Science in progress (INFOTEC).

E X P E R I E N C E

01 Professional Experience

Technical Product Manager — Wolters Kluwer Passport

Marsh · Global **Dec 2024 - Present**

Product and technical ownership of Passport — Wolters Kluwer's legal spend and matter management platform — for Marsh globally: requirements, change requests, releases, roadmap and vendor management.

- Own the Passport product roadmap end to end: modules, enhancements and customizations scheduled over the next two years.
- 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 that earned a spot on Wolters Kluwer's speaker lineup at ELM Amplify 2026 (Scottsdale, AZ), representing Marsh before the global legal ops community.

- 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.
- Replaced the vendor as the business's primary report developer after self-teaching IBM Cognos — saving thousands of dollars per report delivered.
- Currently leading the development of an internal AI system connected to Passport via API for legal-spend forecasting.
- Second-level technical support, XML loads via API, custom automations and training material for global users.

Development Project Mentor (Volunteer)

Facultad de Ingeniería, UNAM **Feb - Jun 2025**

- Mentored student software teams: scope and flows in Miro, UI/UX in Figma, Design Thinking, and Scrum delivery in Jira and Notion.

Technical Lead & Salesforce Platform Owner

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

Technical lead and Salesforce platform owner at LegalBrave, a legal-tech startup founded by Protégitas; after its wind-down, moved to the parent company with the same charter: Salesforce ownership, web application development and cloud integrations.

- Took over, on my own initiative, end-to-end ownership of Salesforce — roadmap, requirement intake and prioritization, customizations and administration — 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.
- 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.
- 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.
- Automated business processes and workflows; implemented KPI dashboards; customized Salesforce CRM.

Senior Validation Engineer

IZZI Telecom **Oct 2021 – Nov 2022**

- Monitored OTT platforms (HBO Max, Android TV, Paramount+); 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.

Early Career — Infrastructure, Networks & Support

Four companies **2010 – 2019**

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

P O R T F O L I O

02 Selected Work

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 three-model AI fallback chain (Gemini → Mistral) with a structured per-100 g schema, MCP-driven database migrations, enforced repo conventions and guardrails, 150+ automated tests gating every release, and production error monitoring (Sentry).
- 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 – present · In progress**

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
- Project Management Specialization (4 courses, 120 h) — Tecnológico de Monterrey / Coursera, April 2025

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

05 Skills

Product & Agility

- Technical product management — requirements, use cases, releases, roadmap, vendor management · Global stakeholders in English (US, Canada, UK, India) · Scrum (SPOC®, SMC®, SODEC®) · Azure DevOps · Notion

Applied AI

- AI-assisted reverse engineering and system mapping · API documentation and Postman collections generated with AI · AI forecasting initiative on enterprise data · 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

Cloud & Integrations

- AWS (EC2, S3, Lambda, API Gateway, Secrets Manager, Transfer Family, CloudWatch) · REST APIs · Postman · XML · Payments: PayPal, Stripe, Adyen · Low-code: Zapier, Pipedream

Platforms & Development

- Salesforce (Sales Cloud, Service Cloud) · Wolters Kluwer Passport · IBM Cognos · Node.js · React · Next.js · JavaScript · HTML · CSS · GitHub

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