

# RYAN BOULWARE

Product Manager | Operations Leader | Technical Strategist | Innovator

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Product and operations leader who thrives in high-stakes, high-ambiguity environments — rescuing off-track launches, managing \$30M+ in financial operations, and delivering platforms serving tens of thousands of users. 15+ years growing revenue over 300%, scaling teams 4x, and turning unprofitable business lines into 50% margin contributors. I want to own the hardest problems at the table — where technology, people, and strategy all have to come together.

Product Management • AI Orchestration & Automation • AI Empowerment • Team Leadership (20+ reports) • Revenue Growth • DevOps & CI/CD • UI/UX Design Security & Compliance • Financial Operations • Sales Engineering • Data Analytics & BI • Marketing Automation • Web & Application Development

## PROFESSIONAL EXPERIENCE

### Product Manager

2024–2026

OpenEd (formerly MyTechHigh) | Remote | Ed-tech, tens of thousands of students

- Rescued an at-risk school year launch by resetting cross-functional deadlines and realigning 3 teams, delivering the Intent-to-Re-enroll feature on time with zero student attrition during the critical re-enrollment window.
- Drove \$1.5M–\$2.5M in incremental annual revenue by challenging an arbitrary enrollment deadline in front of executive leadership, securing a processing extension that enrolled 500+ additional students.
- Managed \$30M in parent reimbursement disbursements by architecting Metabase dashboards for real-time cash flow forecasting, ensuring zero processing delays despite tight daily and weekly funding limits.
- Led 20 engineers and QAs through the build and launch of Info Center 2.0; maintained delivery velocity after a 40% team reduction by re-prioritizing workflows and eliminating bottlenecks.
- Reduced CI/CD pipeline failures by 80%—cutting PR validation from ~15 retries (hours/days of wait) to 2–3 retries—accelerating deployment throughput for 8–12 developers.
- Eliminated 20+ flaky test tickets in one quarter; pioneered AI-assisted on-call workflows via Claude/Slack integrations, projecting a 50% backlog reduction.
- Automated bulk student onboarding (1,000+ students/batch) via PowerShell pipelines, reducing 2 days of manual provisioning to 2 hours to provide students access to Microsoft 365, Adobe CC, and Minecraft Education licenses.

### Director of Operations / Sales Engineer

2019–2024

Oyova Software LLC | Jacksonville, FL

- Scaled company revenue from \$1.7M to \$3M within 2 years of facilitating a merger/acquisition, integrating a 6-person marketing agency (~\$1M revenue) and unifying operations under one P&L.
- Expanded profitability transformation company-wide—applying line-item pricing and tight scoping to application development, sustaining 30–50% margins across all project types.
- Reduced employee attrition from 50% to 25% through hands-on mentoring and culture-building; many original hires remain with the company today.

### Development Team Lead

2017–2019

Oyova Software LLC | Jacksonville, FL

- Grew revenue from \$1.2M to \$1.7M within 2 years by standardizing scoping, billing, and execution of all incoming projects.
- Increased front-end billing efficiency from 70% to 90% through rigorous scope management and delivery process improvements.

### Lead Developer for Agencies

2015–2017

Oyova Software LLC | Jacksonville, FL

- Transformed agency pricing from fixed-bid (30% average loss) to line-item scoping, achieving 30–50% profit margins and growing revenue from \$700K to \$1.2M in 2 years.
- Tripled front-end billing efficiency from 30% to 70% by establishing new standards for quoting, client communication, and project collaboration.

## EARLIER CAREER

### VP / Director of Creative Technology

2013–2015

Mad Men Marketing | Jacksonville, FL

- Scaled agency by 2x employee headcount and 3x revenue in less than two years; advanced to final three for Jacksonville Jaguars agency of record.

### Founder & CEO

2009–2012

Adverse | Jacksonville, FL

- Building award-winning websites and apps, fostered agency from solo freelance to four FTEs in less than three years, leading to a merger with Mad Men Marketing.

## TECHNOLOGIES

**Languages:** Python, JavaScript, PHP, SQL, PostgreSQL, HTML/CSS, PowerShell | **Frameworks:** React, Angular, Node.js

**Platforms:** Claude Code, Metabase, Snowflake, PostHog, Linear, Jira, Confluence, AWS, Cloudflare, Vercel, 1Password, HubSpot, Salesforce, Figma, Google Workspace, Microsoft 365

## EDUCATION

Indiana University — Business Management | Kettering University — Computer Engineering