

RYAN A. PARK

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SUMMARY

I have 10 years of experience developing commercial software and web applications. I am seeking a challenging operations or software development opportunity at a small Internet-based company.

EXPERIENCE

PBworks (San Mateo, Calif.)

2009-Present

Head of Operations & IT (2010-Present)

Front-End Web Engineer (2009-2010)

As Head of Operations & IT, I am responsible for keeping the PBworks web application online. I am on-call 24/7, and am expected to resolve operational problems quickly and independently. I am responsible for data center hardware operations, Linux administration, MySQL database administration, network management, and procurement. I'm also responsible for addressing all IT issues at the company.

In addition to these ongoing responsibilities, I have completed a wide range of system administration/operations projects. I have selected operations projects which directly affect our customers' experience with our web application. For example, I conceived and implemented a customer-facing feature which automatically backs up customers' data to their Amazon S3 accounts. I implemented various techniques to improve email delivery rates. I also ran a disaster recovery drill and identified ways to improve the speed and reliability of disaster recovery, reducing our recovery time by 2 weeks.

Prior to this, I was a front-end software engineer at PBworks for 18 months. In this role I created and refined features in our customer-facing software product. I spearheaded a usability initiative to make the onboarding process simpler and to improve the conversion rate of free trial subscriptions. I implemented many features to help customers run larger deployments of PBworks, including a "network dashboard" for corporations, and a "campus dashboard" for educational customers. I resolved many server-side and client-side scalability issues, and I developed a library for tracking our application's speed as perceived by the user's web browser. As a software engineer, my primary tools included PHP, HTML5/CSS, and JavaScript using the Prototype JavaScript library.

Amazon.com (Seattle, Wash.)

2008-2009

Senior Software Engineer, Retail Customer Experience

At Amazon, my primary responsibility was to expand the use of AJAX technology on the product page in order to improve the customer experience. I developed new customer-facing features for the detail page, the most highly-visited web page on Amazon.com. These features included a guide to finding replacements for obsolete products, which improved the customer experience and resulted in a measurable increase in sales. I designed and coordinated significant technical enhancements to a proprietary framework used to render the product detail page. These enhancements improved our team's efficiency and allowed other teams to leverage our framework. I also worked on other projects to improve the client-side performance of our site. My work involved a wide mix of technologies, primarily server-side Mason (Perl) and client-side JavaScript with jQuery.

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EXPERIENCE (CONTINUED)

Apple, Inc. (Cupertino, Calif.) **2007**
Summer Intern, Mac OS Performance Engineering

At Apple I worked with the Performance Engineering team to improve a web-based statistical tool used to interpret performance test results. I also integrated their tools with enterprise reporting and bug-tracking systems.

Association of American Medical Colleges (Washington, D.C.) **2003-2006**
Lead Software Developer, American Medical College Application Service (AMCAS)

For three years I was employed as the technical lead for AMCAS, a web application used to apply to nearly every medical school in the United States. AMCAS is used by approximately 40,000 prospective students each year.

I served as the primary point of contact between internal customers and the AMCAS software development team. I programmed and maintained various major components of the software application. I provided technical leadership and mentoring to a team of 10 developers. Key technologies included Adobe ColdFusion, Java, Oracle9i, and web development with JavaScript and CSS.

The George Washington University (Washington, D.C.) **1999-2002**
Blackboard Inc. (Washington, D.C.) **2002-2003**
Senior Developer, Prometheus

In this position I was the lead developer for Prometheus, a course management system which was used to facilitate online learning. Prometheus was a commercial software application developed at George Washington University. It was used by about 125,000 students and faculty members at colleges across North America. Prometheus was sold to Blackboard Inc. in 2002.

At Prometheus and Blackboard, I designed and developed many new features in four major software releases. These features included a web portal, an online spell-checker and equation editor, and a migration tool which allowed Prometheus customers to adopt Blackboard's core software product. I provided technical training to clients and cross-trained Blackboard's developers on the Prometheus architecture. I also worked as a consultant to create customized technical solutions for individual clients.

EDUCATION

Stanford University **2006-2008**
M.S., Computer Science

I received a master's degree in Computer Science with a concentration in Human-Computer Interaction. While at Stanford, I was a Course Assistant for CS107, Programming Paradigms. My GPA was 3.85.

The George Washington University **1997-2001**
B.B.A., Information Systems