Ryan Balla (PMI-ACP®)

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Leadership | Team Development | Product Discovery | Cross-Functional Strategy

PROFESSIONAL SUMMARY

PMI-ACP® certified leader with 10+ years of experience delivering high-ROI software and building collaborative teams through precision management of the SDLC. Proven success decomposing complex problems into incremental releases, experimentation, and continuous delivery by blending strong technical acumen with cross-functional collaboration. Passionate about growing teams, coaching Agile processes, and delivering impact through mentorship.

SKILLS

Languages/Frameworks:	Cloud/Infrastructure:	DevOps & Tools:
Node.js, React, Vue, Next.js, Typescript, Python, Django, Ruby on Rails, PHP	AWS, GCP, Kubernetes, Docker, Terraform, PostgreSQL, Redis, MongoDB	GitHub, BitBucket, Jenkins, DataDog, Sentry, Amplitude, Mixpanel, Shopify

PROFESSIONAL EXPERIENCE

Away – Chicago, IL
Software Engineering Manager | Jan 2023 – June 2025

- Increased abandoned cart email conversions by 2–3% through leading a platform migration.
- Chaired an accessibility working group to prioritize accessibility and deliver a more inclusive experience.
- Built e-comm interfaces using React, Next.js, and TypeScript for impactful merchandising initiatives.
- Partnered with marketing to refine CRM data and optimize data layer accuracy, improving campaign targeting.
- Achieved 5% greater sales for a key quarter by reducing latency 1s-2s on key conversion pages.
- Increased team velocity by 10% through reduced story cycle time and improved Agile ceremonies.
- Led process improvements resulting in 20% more velocity on avg. looking at two week iterations.

Foxtrot – Chicago, IL
Software Engineering Manager | Jan 2022 – Dec 2022

- Led expansions of e-comm tooling in React, Next.js, React Native, and TypeScript for curated category pages.
- Implemented data erasure and consent management tooling, strengthening compliance with privacy regulations.
- Created reusable React libraries to enhance UI consistency and speed up time to market.
- Led experiments that boosted sales 30% on key landing pages comparing metrics QoQ.
- Optimized Agile ceremonies and stories, reducing cycle time from more than 1 week to less than 1 week.
- Mentored developers to achieve rapid growth, seeing two promotions within 1 year of employment.

Senior Software Engineer, Front-End Lead | May 2021 – Jan 2022

- Constructed an E2E test environment, leading to 10% new defects when comparing epics.
- Created reusable React libraries seeing a reduced defect ratio and improved velocity of 5% QoQ.
- Conducted field research leading to 10% faster in-store pick times QoQ.

Farmer's Fridge – Chicago, IL
Senior UI Developer | Oct 2019 – May 2021

- Reduced tech debt and rebuilt front-ends 25% faster than projected with deeper story discussion on creation.
- Led incorporation of remote monitoring tools, leading to reduced time to recovery for incidents by 50%.

Signal (TransUnion) – Chicago, IL
Software Development Manager | Jan 2016 – Oct 2019

- Led initiatives to improve developer satisfaction leading to greater NPS metrics QoQ.
- Reduced delivery time for features by 10% QoQ by focusing on clearer feature definitions with stakeholders.
- Reduced the tech debt backlog by 25% QoQ with good dev practices and diversified story selection each sprint.

Lead Software Developer / Senior UI Developer | **Sept** *2011 – Jan 2016*

- Migrated systems to React, reducing code for new features by 30%.
- Achieved 100% test coverage and improved responsiveness with API optimizations.

EARLY CAREER

Gorilla – Front-End Developer
ShopLocal – Designer

VOLUNTEER

Vice President
Clarendon Park Advisory Council | Chicago, IL (2023–Present)

EDUCATION

BFA in Web & Interactive Media
Illinois Institute of Art Chicago – Graduated with Honors