

Ryan Detzel.

Full-Stack Engineer · AI-Augmented Development & Agent Tooling · 20+ Years

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Full-stack engineer with 20+ years building production systems across startups and at scale. Currently focused on AI-augmented development — building MCP servers, async and cloud agents, agent skills, and the security and governance tooling that lets teams deploy them safely. Strong track record of taking ambiguous, cross-organizational problems from discovery through MVP to production, with a bias for velocity, clean UX, and measurable impact.

■ EXPERIENCE

Zapier — Senior Software Engineer (Revenue → AI Dev / Internal Tools) Mar 2024 – Present

- Joined the Revenue team to scope expansion of the product catalog; selected for two tiger teams (**Resellers** and **Workspaces**) for delivery velocity and product drive, shipping internal products on small teams that grew the customer base.
- Owned the company's **entitlements system end-to-end** — foundational for catalog growth and the move upmarket into Enterprise: scoped requirements across the entire organization, built the MVP, and led productionization with a small team.
- Selected for the newly formed **internal AI dev team** as one of the company's leading AI-forward engineers; build and ship internal AI tooling including MCP servers, agent skills, and async/cloud agents that help teams move faster.
- Lead **security, privacy, and governance** for internal agents — sandboxing, scoping, and secret access — defining what agents can and cannot do.

Tech: Python, TypeScript, React, MCP, AI Agents, AWS, Docker

Nebula.io — Engineer Lead 2022 – 2024

- Engineered an event-driven ETL pipeline, improving data processing speed by **90%**, reducing costs by **85%**, and adding superior flexibility and scalability.
- Conceived and built a distinctive email and text messaging platform that automated client communications using NLP branching and ML-driven decision making.
- Crafted an advanced **Retrieval-Augmented Generation (RAG)** system, transforming the company's data processing capabilities and enabling unique customer experiences.
- Introduced a serverless architecture, yielding a **70%** improvement in deliverability and **40%** savings in infrastructure costs.
- Improved team productivity by over **60%** by restructuring how frontend developers run services locally.

Tech: Python, TypeScript, React, Postgres / Mongo / Elasticsearch, GCP, Kubernetes

Twitter — Senior Full-Stack Engineer (Tech Lead) 2015 – 2022

- Designed and architected internal tooling that enabled millions of new push notifications, adding **~300k** new daily active users.
- Saved over **\$50k/year** in infrastructure costs and improved team efficiency by refactoring backend APIs, cutting deployment time by **50%**.
- Built a new signals pipeline that gave ML teams a faster feedback loop, leading to faster retraining and model-building times.
- Created a new interviewing process to improve candidate signal, growing the team from **three to twelve** engineers in under eight months.
- Led the team's **Privacy & Data Protection (GDPR)** initiative, reviewing all technical and product design documents within the team.
- Increased video watch time by **25%** by proposing, scoping, and building a product giving publishers insight into when their audiences were on-platform.

Tech: Scala, Python, TypeScript, React, Swift

TapJoy — Staff Engineer

2014 – 2015

- Migrated core ad services from Ruby to Go/Scala for reliability and response time, serving ads **30%** faster.
- Reduced Time to First Byte on web ads by **70%**, increasing ad views by over **200%**.
- Built an A/B testing suite to rapidly trial new ad formats, generating tens of thousands in new ad revenue.

Tech: Ruby / Rails, Go, Scala, Python, AngularJS, AWS, MySQL

TalkTo — Engineer (acquired by Path)

2013 – 2014

- Developed tools that increased agent productivity by **30%**, leading to **50%** more call completions.
- Built an internal soundboard on Twilio letting agents interact with multiple businesses simultaneously, increasing call throughput by over **25%**.
- Developed and maintained the iOS and Android apps.

Tech: Python / Django, Java, Objective-C, AWS

CustomMade Ventures — Architect / VP Engineering

2010 – 2012

- Ran A/B tests to find the optimal price point, increasing revenue by **15%** while retaining **98%** of existing customers.
- Lowered site response time by **50%** through refactoring and caching.
- Moved data-processing jobs to AWS spot instances, cutting the monthly bill by **~20%**.

Tech: Python / Django, MySQL, Backbone, GCP

Chitika — Principal Engineer / Director of Engineering

2008 – 2010

- Brought the Hadoop cluster in-house, saving **~\$50k/year** and doubling storage capacity.
- Designed, built, and productionized ad-serving systems targeting likely-to-click users, improving click-through rate by **60%**.

Tech: Perl, Python, PHP, MongoDB, Cassandra

■ TECHNICAL SKILLS

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| AI / Agents | MCP (Model Context Protocol), AI agents (async & cloud), agent skills, Claude Code, RAG, prompt engineering, LLM application development |
| Languages | Python, TypeScript, JavaScript, Scala, Java, Go, Ruby, Swift, Objective-C |
| Frameworks | Django, FastAPI, Flask, React, Redux, Rails, Express, Node.js |
| Data | Postgres, MySQL, MongoDB, Cassandra, Redis, Elasticsearch, Hadoop |
| Cloud / Infra | AWS, GCP, Cloudflare (Workers, D1, R2, KV), Docker, Kubernetes, Snowflake |

■ EDUCATION & HIGHLIGHTS

- **B.S. in Computer Science** — Plymouth State University
- Featured as Apple's **App of the Week**, selling over 15k copies in two weeks
- Built and sold two SaaS companies (InvoiceJournal.com, InnFirst.com)