SYD EARLY

Technical Program Manager
Delivers Value

sydearly.blog
sydearly@icloud.com
linkedin.com/in/sydearly

ABOUT ME

Technical Program Manager with **18+ years** building and running **enterprise systems**. Led **cross-functional projects** with **teams of up to 20** and **delivered** identity and access solutions **serving 50M+ users**. Known for turning ambiguous **requirements** into clear delivery plans and **managing risk** so teams can **ship reliably**.

WORK EXPERIENCE

Houghton Mifflin Harcourt (HMH)   2007 - 2025

Nearly 200-year-old global education and technology company, U.S. publisher of The Hobbit and The Lord of the Rings, home of Curious George, The Polar Express, and Carmen Sandiego.

Senior Software Engineer, Identity and Integrations (Technical Program Lead) 2018–2025

Systemizing Identity at Scale through Collaborative Leadership

- **Partnered** with department leads, product, security, and C-suite leaders to guide strategic decisions on identity management, turning business goals into a clear roadmap for SSO and account lifecycle.
- **Led** the program to move SSO configurations from engineer-guided, one-off setups to a standardized self-service model for districts, significantly reducing onboarding time and support effort while improving consistency.
- **Used** data from login patterns, error rates, and support tickets to identify bottlenecks and influence prioritization, driving decisions that improved reliability and reduced friction for 50 million student and educator accounts.
- **Standardized** identity and rostering integration patterns (SAML, OAuth, LTI, roster APIs, and third-party platforms) into reusable playbooks, enabling faster, safer launches for new products and districts.
- **Mentored** engineers and implementation teams on identity best practices, documenting runbooks, checklists, and decision guides that made complex integrations understandable and repeatable for non-specialists.

Principal Professional Services Engineer, EdTech Integrations 2012–2018

Guiding Cross-Functional Teams through Complex, Customer-Driven Integrations

- **Led** and coached cross functional implementation teams to deliver SSO and rostering integrations for more than 1,600 K–12 customers across the United States.
- **Owned** highly customized integration engagements that relied on frequent customer feedback, refining solutions iteratively to align with each district's goals, constraints, and risk tolerance.
- **Translated** complex identity, security, and data concepts into clear options and tradeoffs for non-technical stakeholders who understood only the basics but needed confident, compliant decisions.
- **Collaborated** closely with district IT, curriculum leaders, legal teams, and vendors to ensure integrations respected policy, contract terms, and state and federal regulations.
- **Established** repeatable engagement patterns, checklists, and onboarding steps so future SSO projects could be delivered more predictably, with fewer surprises for internal teams and customers.
- **Served** as an escalation and "steady hand" for distressed implementations, resetting expectations, rebuilding trust, and guiding teams back to a clear plan of record.

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Engineer, Enterprise Integrations | 2007–2012

Designing and Delivering Enterprise Integrations in the Field

- **Owned** the full integration lifecycle for K–12 districts, from discovery and design through implementation, testing, and long term support.
- **Met** onsite with customers and stakeholders to understand goals, constraints, and existing systems, translating vague needs into concrete integration plans.
- **Designed** solutions that connected emerging, multi dimensional education systems, including SIS, LMS, assessment platforms, and identity providers.
- **Developed** technical approaches at both the network and application layers to overcome real world constraints such as firewalls, directories, data formats, and authentication limits.
- **Created** architecture diagrams, configuration guides, and runbooks that made complex integrations repeatable for implementation teams and support.
- **Captured** lessons learned from challenging engagements and fed them back into standards and patterns that later informed larger integration programs.

CERTIFICATIONS

- **Professional Scrum Product Owner I (PSPO I)**, Scrum.org Issued Nov 2025

- **Professional Scrum Master I (PSM I)**, Scrum.org Issued Oct 2025

- **Professional Scrum™ with Kanban I (PSK I)**, Scrum.org Issued Dec 2025

EDUCATION & PROFESSIONAL TRAINING

- ITT Technical Institute | 2000 - 2002

  AAS, Computer Networking Systems Technology

  GPA: 3.93; National Vocational Technical Honor; Perfect Attendance
- U.S. Army Military **Air Assult School** – Ft. Campbell, KY | 1997
- U.S. Army Military Police School – Ft. McClellan, AL | 1997

  Military Police (95B) Advanced Individual Training

SKILLS

- Executive and cross-functional stakeholder leadership
- AI-augmented planning, analysis, and documentation
- Agile, Scrum execution, Kanban
- Cross-functional delivery
- Process improvement
- Education data privacy and secure identity compliance (FERPA, COPPA, district policy)
- Chicken noodle soup from scratch
- Responsible AI use, data ethics, and privacy awareness
- Risk and dependency control
- Stakeholder alignment
- Systems thinking
- Program visibility and reporting
- Engineering and product coordination
- Secure identity and data handling in regulated K–12 environments
- SDLC
- SQL, Java, Python; Jira, Confluence