

Benji Loschen

Senior Product Manager | Enterprise & AI Platform Delivery

Redding, CA | benji@benjaminloschen.com | 308-991-7035 | [LinkedIn](#) | [Github](#)

PROFESSIONAL SUMMARY

Technical product leader focused on building tools that help people solve real operational problems at scale. 5+ years driving enterprise software delivery for Fortune 500 companies at scale (multi-billion-dollar annual revenue, nationwide operational footprints). Proven builder who combines enterprise delivery expertise, technical engineering knowledge, and go-to-market strategy to ship production platforms that solve sophisticated operational challenges. I care about making complex systems understandable and useful to others, and I design products so teams can make better decisions with less friction. Experienced in AI systems architecture and workflow automation. Track record of leading cross-functional teams through full product lifecycle while maintaining technical credibility with engineering organizations.

PROFESSIONAL EXPERIENCE

Senior Product Manager

Artisan Studios | 2020 - 2026

Supply Chain Platform Implementation | Quick Service Restaurant Enterprise

- Led product delivery for a 100+ person program serving 3,000+ retail locations, implementing a single pane of glass operations dashboard consolidating 5+ legacy restaurant systems into one interface, streamlining data workflows and significantly improving real-time supply chain visibility for a distributed field organization.
- Conducted deep systems analysis mapping complex enterprise requirements, security constraints, and compliance needs into technical specifications and phased delivery roadmaps.
- Managed cross-functional delivery involving design, engineering, operations, procurement, and executive stakeholders.

Customer Concierge Platform | Fortune 100 Rail Logistics Organization

- Delivered end-to-end customer concierge application enabling personalized service at enterprise scale for a rail logistics provider moving over 5 million shipments annually.
- Led requirements engineering through stakeholder workshops, process analysis, and technical specification development for a secure, compliant platform handling sensitive customer and shipment data.
- Directed a cross-functional agile delivery team through an implementation cycle, ensuring on-time delivery with zero critical defects at launch.

Cross-Functional Delivery & Client Leadership

- Built trusted client relationships through consultative delivery and ability to translate technical complexity for executive audiences.
- Applied **value-based discovery methodology** to understand business pain points, quantify the cost of inaction, and define measurable success criteria before proposing technical solutions.
- Coordinated **multi-vendor engagements** involving AWS ProServe teams, internal client engineering, and external consulting resources to ensure seamless execution and knowledge transfer.
- Established **sustainable handoff processes** with comprehensive documentation, recorded training sessions, and transition planning to ensure long-term client success post-engagement.

Founder & Technical Lead | AI & SaaS Platforms

Independent Software Engineering Projects | 2023 - Present

lmn.bar - DTC Operations & Analytics Dashboard**

- Designed and built a near real-time analytics dashboard that unifies Shopify, Meta Ads, and Google Ads into a single view for revenue, ad spend, ROAS, and contribution margin.
- Connected the product to MCP servers to enable agentic recommendations, allowing LLM-based agents to analyze performance data and surface next-best actions for operators.
- Implemented OAuth 2.0 authentication, multi-tenant architecture, and RESTful APIs for platform integrations.

SmartLemon.io - DTC Growth Consulting & Tools**

- Founded consulting practice helping DTC and Shopify brands optimize both marketing performance and operations, focusing on contribution margin, inventory realities, and cash flow.
- Built internal tools for performance marketing analysis, cohort views, and automated reporting workflows that connect ad spend, channel mix, and inventory to unit economics.
- Co-founded Flux Footwear and led growth, marketing analytics, and operations through its first 7-figure annual revenue before exiting day-to-day.

Agentic AI Systems Development

- Architected autonomous AI agents using Claude and OpenClaw for workflow orchestration and decision-making.
- Integrated multi-system API orchestration using Composio and MCP (Model Context Protocol) servers.
- Built a production web and iOS app using a Tamagui front end with Pipedream-based workflows that ingest audio, generate transcripts via OpenAI Whisper, and run multi-step analysis with GPT models to surface summaries, themes, and action items for end users

TECHNICAL SKILLS

Product Management: Product strategy & roadmapping, Requirements engineering, Systems analysis & design, Agile/Scrum delivery, Stakeholder management, Technical specifications, Go-to-market planning, Product analytics

Engineering & Development: JavaScript/TypeScript, Next.js/React, Python, SQL, REST APIs, OAuth 2.0, Git/GitHub, CI/CD pipelines, Cloud deployment (AWS, CDK, Vercel, DigitalOcean)

AI & Automation: Agentic AI systems (OpenAI, Claude, OpenClaw), LLM workflows & prompt engineering, MCP servers, PostHog analytics, Automated workflow design

Data & Architecture: Multi-tenant SaaS architecture, Enterprise integration patterns

EDUCATION

College Coursework | Philosophy & Exercise Science | University of Nebraska at Kearney

LICENSES & CERTIFICATIONS

AWS Partner: Cloud Economics Essentials - Amazon Web Services

AWS Partner: Accreditation (Technical) - Amazon Web Services

AWS Partner: Sales Accreditation (Business) - Amazon Web Services

Certified ScrumMaster (CSM) - Mountain Goat Software

Certified Scrum Product Owner (CSPO) - Mountain Goat Software

Technical Certifications - freeCodeCamp

- Responsive Web Design
- Front End Libraries
- APIs and Microservices
- JavaScript Algorithms and Data Structures

KEY ACHIEVEMENTS & IMPACT

- **Enterprise Scale Delivery:** Successfully delivered platform serving 3,000+ locations with 100+ person program team, consolidating 5+ legacy systems into a unified operational dashboard.
- **Logistics Customer Concierge Implementation:** Led customer concierge platform for a Fortune 100 Rail Logistics company with zero critical defects at production launch.
- **Built & Shipped SaaS Products:** Architected and launched multiple production SaaS products (lmm.bar, internal SmartLemon tools, transcription/analysis app) from concept through deployment.
- **AI/ML Systems Expertise:** Hands-on experience building agentic AI systems with autonomous decision-making and multi-system API orchestration.
- **Technical Credibility:** Maintains active coding practice alongside product leadership.
- **Client Success:** Consistently delivered complex enterprise projects on time through deep technical analysis, proactive risk management, and stakeholder alignment.

References and work samples available upon request