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Summary

Product and engineering leader with nine and a half years scaling one platform from a three-site pilot to national infrastructure: **18.5M+ in-person pantry visits, 3,000+ provider locations, live in 15 states** (2026). Replaced a \$1M+ agency with an in-house engineering team and owned regulated delivery and go-to-market; ships production code through an **AI-native practice**: production LLM systems, multi-agent adversarial review as a merge gate, and eval-driven release gates.

Experience

Plentiful, Inc. (formerly Help Kitchen) | New York, NY (remote) | 2022 - 2026

Product Director & Co-Founder

- **Co-founded Plentiful, Inc.** when Help Kitchen acquired the product from City Harvest and United Way of NYC (February 2023), and built its in-house engineering function: grew engineering from a 0.25-FTE agency engagement to a five-FTE in-house team, replacing a \$1M+, eight-year agency relationship, and hired the four-person engineering team and the first sales and community-relations hire.
- **Owened product strategy and shipped production code** for a platform on iOS, Android, web, SMS, and WhatsApp in nine languages: 3.3M+ in-person pantry visits from 1.2M household members in 2024, and 473 substantive merged pull requests across the platform, as the backend's largest single contributor in the agency-handoff window.
- **Set the product operating system**: the roadmap, a 290-issue engineering backlog authored personally (median 35 days to close), RICE scoring automated end to end into GitHub Projects, and the company's written product philosophy.
- **Led go-to-market expansion to a national footprint**: the 2026 Feeding America Leadership Conference produced six booked demos and signed enterprise partners; closed the organization's first earned revenue, a paid research engagement with a municipal public-health department, and a survey research line reaching 58,000 users per quarter.
- Digitized a federally regulated eligibility and attestation process across five states (NY, CO, TX, NJ, MT) on a config-driven architecture generalizable to any state program, winning **regulatory approval in all five**, shipping a flag-gated statewide rebuild ahead of a statutory deadline, and presenting to New York and Montana state agencies.
- **Built a Claude-powered operational reporting system**: a plain-English GitHub issue becomes a branded PDF via an agent pipeline that plans against a Postgres/pgvector catalog of 8 datasets, 24 tables, and 1,097 columns, runs SQL over the Athena/Metabase layer behind a pre-execution linter, and is exercised by a 32-scenario eval suite.
- **Built and shipped a self-service check-in kiosk** (React Native/Expo) solo, first release in under a week and feature-complete in two, on approx. \$150 POS hardware with \$6/month cellular: TEFAP eligibility wizards, Plenti-Pass barcode/QR and NFC scanning, sharded E2E, and OTA-first deployment; now in field pilot.
- Authored the 2,012-line RFC for the platform's job-queue migration to SQS, ran an **adversarial AI review of the draft that surfaced 13 correctness defects**, and closed seven open questions with the CTO; led the earlier containerization and ECS migration and cut ECS to a quarter of prior provisioning.
- Designed, built, and launched directory.plentiful.org, concept to production in one week on the existing national dataset: a nine-language directory covering all 50 states, rebuilt hourly by an EventBridge/Step Functions/Fargate/CloudFront pipeline; published an `llms.txt` and AI-crawler allow-list and hit **top-10 average Google placement within one month**.
- **Built the platform's first Athena data lake and Metabase reporting layer** (Glue sync from the operational database, privacy-engineered so PII never leaves it), now the query layer behind partner dashboards, the report bot, and the survey research line.

Plentiful (City Harvest Inc. & United Way of NYC) | New York, NY | 2017 - 2022

Director of DevOps | 01/2020 - 04/2022

Director of DevOps, Contract | 10/2018 - 12/2019

Client Adoption Lead | 01/2017 - 09/2018

- As the first full-time Plentiful employee, owned product development and operations from launch, scaling three sites and 600 clients to 250 sites and 300,000+ clients, then **900,000+ clients across 300+ NYC locations (2022)**, and hired and managed a four-person field team across all five boroughs.
- Ran Plentiful through COVID-19, when reservations became the line-management mechanism across the city's emergency food system and message volume rose 474%; made the pivot to reservation management that produced the platform's adoption curve and business model, and established the **45 minutes saved per visit** finding.
- Managed stakeholders across funders, two of the city's largest food nonprofits, and three government entities including the NYC Mayor's Office of Food Policy, plus data-science, linguistics, and design contractors; drove the SMS-to-web migration on unit economics (**3.8 cents per transaction**) and ran the business stack (Salesforce, AWS, Twilio, Zapier).

Coalition for the Homeless | New York, NY | 2011 - 2014

Grand Central Food Program Assistant | 06/2013 - 06/2014

Program Assistant | 08/2011 - 06/2013

- Ran one of NYC's largest direct food operations: four field staff, three kitchen staff, **1,000+ meals a day**, 200+ volunteers, a commercial kitchen, and three vehicles; arrived via the Jesuit Volunteer Corps on a 50-client caseload.

Independent Projects (2024 - Present)

- **For The Greater Good** (founder): a national food-access data pipeline in which 176 scrapers across 42 states and territories feed an LLM extraction layer aligning public data to HSDS v3.1.1, geocoded, scored, and reconciled into 63,000+ unique locations; now the upstream source behind Plentiful's national directory (v1 dataset launched November 2025 with *Good Housekeeping* coverage; AWS-native v2 shipped April 2026).
- Built and operate it on AWS across **18 CDK stacks** (Aurora Serverless v2, SQS, Bedrock batch inference) with five plugin services, solo, on an AI-native practice: nine custom Claude Code subagents, a versioned engineering constitution, and a coverage-ratchet CI gate.
- **ClaySmasher** (Flutter), live on the App Store and Google Play: 765 commits, 82 PRs, 72 releases, built with custom Claude Code subagents, a hook blocking hand-edits to generated files, and a constitution-gated PR review bot.
- **thehalf.io homelab**: a 40-application Docker Swarm running the household, from smart home and local LLMs to news readers, meal planning, and everyday automations, run as config-as-code where high-risk changes merge only through a written multi-agent adversarial review with red-team agents deploying against a live node.
- **imagen**: taught the dog to talk. Built the whole stack rather than rent it: a self-hosted diffusion and video pipeline (FastAPI over ComfyUI on a desktop GPU, no paid APIs or services) with LoRAs trained on the dog, producing videos of him talking, jet-skiing, and water-skiing for the price of electricity, governed by a 17-hazard machine-enforced register and blind pre-registered evals.
- **PAM (plentifulGPT)**: a Go OpenAI-Assistants service and importable ChatGPT Action with documented per-request cost economics, internally piloted to gather feedback on AI assistance.

Skills

Product & Leadership: team building and hiring, engineering management, vendor and agency management, roadmap and backlog ownership, RICE prioritization, customer discovery, go-to-market, stakeholder management, cost governance, release management, pricing, user research at scale, 0-to-1 product development

Build: Python, TypeScript, JavaScript, Go, Dart/Flutter, Swift, SQL (Athena/Presto, Postgres, MySQL), Bash, React, React Native, Expo, Next.js, FastAPI, Node.js

Infrastructure & Data: AWS (ECS/Fargate, Lambda, SQS, Step Functions, EventBridge, S3/CloudFront, Route 53, Aurora, DynamoDB, Cognito, Bedrock, Athena/Glue, CloudWatch, Amplify), CDK, Docker, Docker Swarm, Traefik, GitHub Actions, Postgres/PostGIS/pgvector, Metabase, Algolia, Redis/RQ

AI & Agentic Practice: Claude Code (subagents, skills, hooks, plugins), Anthropic API, AWS Bedrock (batch inference, guardrails), OpenAI Assistants and function calling, ChatGPT Actions, MCP clients, GitHub Spec Kit, constitution-as-governance, multi-agent adversarial review, eval design, LLM cost engineering, RAG/pgvector

Practice & Domain: TDD, Playwright E2E, code review, observability, incident response, postmortems | regulated delivery (federal program compliance, A2P 10DLC, TCPA/CAN-SPAM, WCAG 2.1 AA), HSDS/Open Referral

Education

The Milano School of Management, The New School | New York, NY | **2016** | M.S., Nonprofit Management | Post-Master's Certificate, Leadership and Change

Lake Superior State University | Sault Sainte Marie, MI | **2009** | B.S., Criminal Justice

Speaking, Press & Recognition

Speaking: Twilio SIGNAL 2023 (Developer Spotlight 2020) | ReFED Summit 2022 | TechSoup Public Good App House 2021 | ReFED COVID-19 Fund 2020 | Panelist, Hunter College NYC Food Policy Center, 2019-2020

Press: *Good Housekeeping* 2025 | Cisco CSR 2021 | *The New York Times* 2020 | *The Spoon* 2018 | *Fast Company* 2017 | *New York Daily News* 2017. **Recognition:** **40 Under 40**, NYC Food Policy Center, 2018 | ReFED Nonprofit Food Recovery Accelerator, \$100,000 award, 2019 | Contributor, Mayor-elect Adams Transition Committee on Food Policy | **New York Cares Partner Leadership Award**, 2014