

# Jacob Lutz

Technology & Product Executive | AI Transformation | Enterprise Platforms | Director-to-C-Level Trajectory

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LINKEDIN

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Technology & Product Executive with 15+ years of experience leading AI-driven transformation, scaling enterprise platforms, and aligning product strategy with revenue growth. Proven track record managing \$100M+ operations, supporting \$0-\$5M ARR growth, reducing operational costs by 40%, and building autonomous AI systems that redefine efficiency at scale.

## 01. CAREER HIGHLIGHTS

- > **Scaled Engineering to Revenue Growth:** Led engineering and delivery operations at FENIQ, supporting \$0 to \$5M ARR growth, establishing scalable infrastructure, delivery frameworks, and enterprise readiness.
- > **AI-Driven Winback Transformation (Omotenashi):** Designed and deployed an AI recommendation engine that reduced pre-call prep time from 5-10 minutes to 35 seconds, enabling agents to spend more time on calls and achieve more aggressive winback targets.
- > **40% Cost Reduction Through AI Automation:** Architected end-to-end AI systems across content creation, keyword research, competitor analysis, and web development for 10,000+ active customers, reducing fulfillment headcount by 40% while maintaining or exceeding human-level output. (POC in 3 months, MVP in 6 months, +90 days LTV)
- > **Mission Control – Autonomous AI Operating System:** Built a self-healing multi-agent AI operating system enabling 24/7 orchestration across research, content, marketing, development, SDR, AE, CPO, CRO, CSO, CTO, and CEO-level workflows.
- > **OVAMIND + OVA – AI Infrastructure for AGI and Compliance:** OVAMIND: universal memory and multi-model orchestration platform. OVA: data masking protocol for regulated industries that replaces sensitive data with safe dummy data.

## 02. PROFESSIONAL EXPERIENCE

## 03. CORE PROJECTS

### OVA

Active

[Cursor](#) [Vercel](#) [Github](#)

[Cloudflare Pages](#) [Supabase](#)

[Anthropic](#) [OpenAi](#) [Gemini Pro](#)

[xAi](#) [Proplexity](#) [Local LLMs](#)

Autonomous operator agent for high-velocity execution loops.

### OVAMIND

Active

[Enterprise](#) [Multi Agent Architecture](#)

[Vercel](#) [Github](#) [Cloudflare Pages](#)

[Supabase](#) [Anthropic](#) [OpenAi](#)

[Gemini Pro](#) [xAi](#) [Proplexity](#)

[Local LLMs](#)

Cognitive orchestration layer for memory, planning, and multi-agent strategy.

### MISSION CONTROL Flagship

[Multi-Agent and Subagent Architecture](#)

[Vercel](#) [Github](#) [Cloudflare Pages](#)

[Supabase](#) [RSI](#) [Local LLMs](#)

Command center for coordinating autonomous agents and system telemetry.

## SENIOR SOFTWARE DELIVERY MANAGER

FENIQ | Mar 2025 - Mar 2026

Databricks GitHub Auth0 AWS Lambda Terraform EC2 SAML  
ClickUp Drata SaaS

Directed enterprise data platform delivery across AWS, Databricks, and multi-system integrations with a strong compliance and reliability focus.

- > Supported operational scale that enabled growth from \$0 to \$5M ARR.
- > Delivered platform processing 1.2M+ records daily with >90% uptime and 80%+ on-target sprint releases.
- > Led full name-change migration and ensured SOC2 and ISO27001 compliance, saving a critical audit.
- > Delivered 20+ enterprise solutions with 95% on-time completion and 98% client satisfaction.
- > Reduced infrastructure costs by 35% through Terraform, EC2, and Lambda optimization.
- > Improved incident response time by 30%.

## PRODUCT & INNOVATION MANAGER

411 LOCALS | Sep 2023 - Mar 2025

Enterprise Leadership Product Strategy Automation  
Search & Advertising Algorithms

Owned \$100M Fulfillment & Product Department operations spanning SEO, content, recruiting, retention, and lead generation.

- > Reduced fulfillment staffing needs by 40% through AI automation across content creation, keyword research, competitor analysis, and web development (POC in 3 months, MVP in 6 months).
- > Designed and deployed Omotenashi AI recommendation engine, reducing pre-call prep time from 5–10 minutes to 35 seconds and extending customer LTV by 90 days.
- > Increased monthly leads by 120%, improved conversion from 0.75% to 8%, and reduced CPC by 68%.
- > Scaled product team from 1 to 19 in 6 months.
- > Integrated Claude, OpenAI, and Gemini into production workflows, reducing writer dependency by 50%.
- > Built SOPs, analytics capture, knowledge base systems, automation frameworks, and prompt engineering processes for scale across 10,000+ customers.

## AUTONOMOUS TOOL-CHAIN

R&D

Ai Agents LLMs Tool Building  
React Node Python

Reusable frameworks for rapid agent deployment across real business workflows.

### 04. CORE METRICS

THROUGHPUT	1.2M+ Records / Day
RELIABILITY	>90% Uptime
OPTIMIZATION	35% Infra Cost Reduction
EXECUTION	90% On-Time Go-Lives

### 05. SYSTEMS / STACK

#### EXECUTIVE LEADERSHIP

P&L Ownership, Product Strategy, Roadmapping, Organizational Scaling, Cross-Functional Leadership, Executive Stakeholder Management.

#### AI & INNOVATION

Multi-Agent Systems, LLM Orchestration, Agentic AI, Autonomous Systems, Prompt Engineering, AI Transformation.

#### ENGINEERING & PLATFORMS

AWS, Terraform, Databricks, Node.js, Python, React, TypeScript, Supabase, Vercel.

#### ENTERPRISE & COMPLIANCE

SOC2, ISO27001, HIPAA, Auth0, SAML, Enterprise SaaS Operations.

### 06. EDUCATION & CERTS

BRIGHAM YOUNG UNIVERSITY

## SENIOR MANAGER OF TECHNOLOGY

AGENCY BELL | May 2022 - Aug 2023

Enterprise Leadership Product Advertising Zapier BigQuery

Drove ad-tech automation and partner ecosystem scaling through cross-functional execution.

- > Increased client satisfaction by 20%.
- > Reduced operational overhead by 30% and improved partner retention by 25%.
- > Reduced campaign downtime by 40% and increased campaign delivery speed by 15%.

## CERTIFICATIONS

Certified Master SOC 2 Implementer (Scytale) - gbcOazmngm  
Product Management: Customer Development (LinkedIn)  
Product Innovation for Product Managers (LinkedIn)  
Product Management First Steps (LinkedIn)

## CHIEF TECHNICAL OFFICER

PLAYZAP GAMES | Oct 2021 - Jan 2022

Product Management Product Vision Product Strategy Solutions Architect

Blockchain BNB Solana Smart Contracts

Defined product and platform strategy for a multi-chain play-to-earn ecosystem.

- > Worked across Ethereum, Avalanche, Solana, and Polygon.
- > Reduced integration time by 30% and improved partner satisfaction by 25%.
- > Drove 40% user adoption growth in first month post-launch.

## SENIOR PRODUCT MANAGER & CO-FOUNDER

MATCHBACK | Jan 2016 - Jan 2022

Enterprise Leadership Product SaaS AWS Business Match algorithms

Analytics

Owned strategy, execution, and growth systems across a full marketing product stack.

- > Managed \$5.2M budget and led a 25-person cross-functional team.
- > Drove 15% CTR and 20% conversion improvements through optimization.
- > Grew membership by 25% and increased engagement by 30%.

## PRODUCT MANAGER & CO-FOUNDER

VENTURE ICON MEDIA | Jan 2009 - Dec 2016

Enterprise Leadership Product Strategy Systems Automations

Social Media Marketing Advertising Web Development Content Creation

National SEO Local SEO

Delivered product and digital systems across software, design, and marketing services.

- > Improved user interactions by 20% and lowered bounce rates by 15%.
- > Reduced design iterations by 25% and accelerated delivery by 30%.
- > Sustained 98% on-time project delivery.