

TYLER GRANLUND

Product Manager, AI & Agent Systems — Multi-Agent Orchestration • Evals • End-to-End Delivery Oversight

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SUMMARY

Product leader who manages multi-agent systems the way other PMs manage teams: I set the roadmap, define the evaluation harness, enforce security and human-in-the-loop guardrails, and own CI/CD release gates — then ship. A decade of franchise-tech product management (School of Rock, Outdoor Cap, HTT Brands) plus 20 months running agent fleets that built 19 production systems (\$0.9M–\$2.3M contractor-equivalent, June 2026 audit). Deep domain expertise in the operations being automated: identity, support, BI, and cost governance for 200+ location multi-brand portfolios.

SKILLS

AI & Agent Systems: Multi-agent orchestration (planner + specialist sub-agents with code-review, QA, and security gates), agent skills & tool/function calling, RAG + knowledge graphs, evaluation harnesses & automated judge gates, prompt engineering, local-first LLMs (Ollama, Whisper), human-in-the-loop approval workflows

Languages & Frameworks: Python (FastAPI, SQLAlchemy, Pydantic), TypeScript/Node.js, React, SvelteKit, HTMX, PowerShell, SQL/DAX, Bash

Cloud & Identity: Azure (App Service, Functions, Static Web Apps, ADF, Key Vault, Container Registry), AWS (Lambda, Athena, Glue, ECS Fargate, Kinesis, Cognito), Microsoft Entra ID multi-tenant (B2B, dynamic groups, Conditional Access), Microsoft Graph, OIDC workload identity federation (zero stored secrets), Bicep, Terraform

Data & BI: Snowflake, Power BI / Fabric (Direct Lake), PostgreSQL, SQL Server, ETL pipeline design, row-level security

Quality & Delivery: GitHub Actions CI/CD, Playwright E2E, pytest/Vitest, WCAG 2.2 AA (axe-core), STRIDE threat modeling, FinOps / cloud cost governance

Platform Integrations: Freshdesk, Monday.com, HubSpot, FranConnect, Mindbody, Zenoti, BigCommerce/Shopify, Ramp, JotForm, GitHub Enterprise

EXPERIENCE

IT Operations & Systems Engineer

Jan 2026 – Present

HTT Brands — multi-brand franchise portfolio (*The Lash Lounge, Bishops Cuts/Color, Frenchies Modern Nail Care, Delta Crown Extensions*), 200+ locations • Bentonville, AR

- Operate as an AI orchestrator, not an executor: run fleets of development agents (planner, builder, reviewer, QA, security) with human-in-the-loop gates, shipping production systems a June 2026 audit values at \$0.9M–\$2.3M contractor-equivalent across 79 assets.
- Set the evaluation and release bar: automated judge gates (48/48), 7,000+ test suites, accessibility and security gates in CI — no agent output ships without passing them.
- Own cost-per-outcome economics: cloud estate audit quantifying ~\$12K/mo run-rate with ~40% optimization path; replaced Fabric reporting with a custom dashboard saving ~\$57K/yr; decide model/local-vs-cloud inference trade-offs in every build.
- Translate between agents and executives: the same estate workbook drives COO financial decisions; specs, ADRs, and runbooks make every system contractor-handoff ready.
- Roadmap and ship an identity-aware knowledge platform (RAG over POS, docs, 100K+ tickets; 1,523 verified identities; role/brand-scoped access) from discovery through phased delivery.

IT Director

Oct 2024 – Jan 2026

HTT Brands • Bentonville, AR

- Owned the IT product portfolio for 5 brands / 200+ locations: prioritized, scoped, and delivered platforms for governance, group management (7,984 tests), user lifecycle (zero-secret OIDC across 5 tenants), and events (131 B2B guests) — with adoption by non-technical operators as the success metric.
- Directed contractor and vendor delivery by owning requirements, security review, and acceptance: defined the integration requirements and AWS foundation that enabled a contractor-built near-real-time BI platform (5 data sources), plus Freshdesk SSO/SCIM rollout and Monday.com SSO for 670+ users.
- Ran security and governance as product requirements: WCAG 2.2 AA gates, STRIDE threat models, Conditional Access and passkey readiness analysis, audit-trailed automation.

IT Product Manager I → II, Digital Experience

Jan 2022 – Dec 2023

Outdoor Cap Company · Bentonville, AR

- IT Product Manager for B2B e-commerce (Adobe Commerce): 3-year platform vision, 3-week sprint cadence, dashboard + order form cutting click-path 30%; Adobe Commerce Advocate (2024).

IT Manager → Senior IT Manager

Apr 2015 – Dec 2021

School of Rock LLC · Global

- Global IT and product delivery for a 250+ location franchise: 1,500-user identity platform across 14 countries, international payments localization, customer-facing student dashboard, pandemic pivot to online lessons.

SELECTED PROJECTS (PERSONAL BUILDS — CASE STUDIES AT TYLERGRANLUND.COM)

- **Mysa Mail** — AI email platform: classification buckets, rules engine, approval workflows, audit-trailed inference — product-led from spec to working prototype.
- **Estate Trace** — the cost-governance workbook + live-pull tooling a COO uses for financial decisions: 41 repos, 11 subscriptions, 178 resources, 25 remediation actions.
- **tylergranlund.com** — portfolio with project case studies covering architecture decisions, eval approach, and outcomes.

EDUCATION & RECOGNITION

Associate of Science — Joliet Junior College

Adobe Commerce Advocate & Speaker (2024) — recognized by Adobe as a subject-matter expert; delivered “Streamlining E-Commerce: Communication, Testing, and Requirements in Agile SDLC” to Adobe customers.