Jesse Lennon

Founder and Technical Program Manager. AI agent products and AI operations at scale.

San Francisco, California hello@jlennon.me jlennon.me linkedin.com/in/jesse-lennon

SUMMARY

I'm a builder who came up through operations, so I think about the people using a system as much as the system itself. By day I ran the AI and automation behind a global support org serving 40M+ users; on my own time I build and ship my own AI products. In both, I own the design and the guardrails and let AI handle the implementation underneath. I like ambiguous problems, small teams, and shipping something real.

EXPERIENCE

Gestalt Labs, Inc.

Nov 2025 to Present

Founder & CEO

Self-funded, incorporated April 2026. Builds AI agent products on a shared multi-agent orchestration platform called ALAI.

- **WalletGuard.ai**: Live AI smart-contract audit platform. Serves people through a web app and AI agents through MCP and an x402-over-USDC endpoint on Base. Next.js 15, Inngest, Neon Postgres, Drizzle, Vercel.
- **Silvic**: Live, fully autonomous AI trading desk running across EVM chains (live on Base and Arbitrum). Python, Postgres, Redis, Uniswap V3, Hetzner VPS.
- **Canopy**: Market-intelligence mini-app for World App. World ID, six languages, AI-written market briefs and verified-human polling. Content runs through the Anthropic Batch API; payments settle in USDC through MiniKit.

Tools for Humanity

Oct 2023 to Present

Technical Program Manager, CX Technology

May 2026 to Present

- Owned the full CX technology and AI stack for a global support org spanning fraud, compliance, legal, privacy, app, and device (hardware) support: the entire Zendesk platform (Advanced AI, QA, WFM, and the X, Instagram, App Store, and Discord integrations), plus Slack, Linear, Notion, Nightfall DLP, and Datadog. Strategy, administration, and reliability all sat with me.
- Created the org's first change management program in Notion, then built the migration into Linear on the GraphQL API with Slack workflows through Claude. I administered **14 teams** spanning CX, Legal, Compliance, Trust and Safety, Fraud, Privacy, and Market Operations.
- Built proactive device support, now live: 82 Datadog early-warning monitors open and route Zendesk tickets automatically, 93% of alerts self-recover, and tuning cut alert noise more than 90%, part of the shift from operator-guided onboarding to self-service.
- Redesigned the product-issue intake into an AI triage flow that runs across a shared Linear triage team of roughly 30 projects spanning Product and Engineering: it routes each Slack-submitted issue to the right project and owner, prompts for any missing detail, and auto-syncs the thread to the ticket, then hands the issue to the owning team or feeds it into the related build. Other teams have since adopted the pattern.
- Owned CX AI enablement end to end: onboarding, training, and best practices across Claude Code, Claude Routines, Codex, and Codex Scheduled Jobs, plus the embedded AI in the stack (Linear AI, Notion AI, Slackbot), anchored by an AI onboarding program in Linear that is a dedicated project plus a ten-issue guided track. Built CX's first Notion AI bot, scoped to Device Support.
- Built an automated daily and weekly standup, backed by a scheduled Claude Code job, that reads activity across team Slack channels: it files work that was discussed but never ticketed, updates open issues from the conversation, flags stale or out-of-date tickets using org-wide context, and reports on issue throughput and the worst stale-issue offenders.
- Built the automation under the org's daily work: Google Sheets scripts that manage macros, badges, and Zendesk triggers and automations at scale, Notion pipelines and databases for project management, Zapier integrations, and roughly 30 Slack workflows that handle reporting intake for multiple teams.
- Wrote a Linear and Slack skill-builder template that reads how someone actually works across both tools and turns their habits into personal AI skills.

Program Manager, CX Enablement (Technology, AI, Operations, QA) — Oct 2023 to May 2026

- Rebuilt the World App Zendesk AI bot from roughly **55% containment to a 92% peak**, holding about 82% across **60K tickets a week**. Tore it down and rebuilt it around use-case management, validated with a 5% live-traffic test against real flow data. Roughly **$2M+ a year** in deflected volume.
- Implemented the Zendesk SDK integration across iOS (Swift) and Android (Kotlin), landing a first-review PR on each and adding event telemetry for feature-flag observability (PostHog).
- Re-architected omnichannel routing across the global support org: roughly 200 triggers, 54 omni queues, and 25 forms routing hundreds of thousands of tickets at peak volume across CX and BPO. First resolution fell from highs of 60 to 233 hours to a **2 to 4 hour average** (under an hour by mid-2026), and first response from 50 to 100 hours to roughly **10 minutes**.
- Ran the whole Zendesk platform: six AI bots, WFM, five QA programs across BPO and internal staff, and the cross-tool plumbing (macros, help-center automation, Slack-to-Zendesk ticketing, Jira admin, Notion pipelines, Metabase reporting). Sole QA and lead troubleshooter for about a year and a half.
- Built a BPO provisioning platform that manages up to **800 agents across three vendors** in Zendesk and Sana, with trigger-driven provisioning and full audit trails. Provisioning errors fell about **95%**.

Coinbase — Jun 2020 to Jan 2023

QA Team Lead, Ecosystems — Oct 2021 to Jan 2023

- Led QA across three new Coinbase lines of business, the NFT Marketplace launch (content moderation, fraud, verification), Scaled Developer Support, and Commerce, building each program from scratch: scorecards, rubrics, audit cadence, and training.
- Built a full QA program on Google Forms, Sheets, and Looker, adopted across the QA org: net-new KPIs and correlation analysis against resolution rates, CSAT-driver scoring by product and contact type, and formula-driven calibration tracking auditor variance over time.

Senior Quality Analyst, Client Services — Jun 2020 to Oct 2021

- Designed and ran QA for Coinbase's institutional products (Custody/Cold Storage, Prime Brokerage, Exchange, Institutional Onboarding) to KYC, AML, OFAC, and SOC 1 and 2 standards.
- Built the Critical Error Remediation program end to end with the in-depth KPI reporting behind it, and trained analysts to run it; it later passed a regulatory audit with zero findings.

Figure — Sep 2018 to Jun 2020

Quality Assurance & Operations Manager

- Ran an omnichannel QA framework across phone, chat, and video for Figure's HELOC and mortgage products, reporting to the VP of Operations.
- Grew the team from **6 to 65 in 14 months** and owned onboarding and product training for 59 hires, backed by more than 36 Tableau dashboards that drove specific workflow fixes.
- Ran Five9 and Intercom admin: reworked IVR configs and permissions, cut phone contacts **33%**, and found **$30M in quarterly operational capacity**.

Earlier roles available on request: Frontpoint (Senior CSR, 2016 to 2017), United States Marine Corps (Infantryman, 2007 to 2011).

SKILLS

AI & LLM	Multi-Agent Systems, AI Agent Pipelines (Claude Code, Codex), Anthropic Claude API, Agent SDK, Tool Use, MCP Servers, Model Routing, Prompt Engineering, LLM Orchestration, Eval Frameworks
BACKEND	Python, Node.js, PostgreSQL, Redis, WebSocket, REST APIs, Event-Driven Architecture, Inngest, Microservices, Drizzle ORM
FRONTEND	Next.js 15, React, TypeScript, Tailwind, i18n (next-intl)
INFRASTRUCTURE	Docker, GitHub Actions, Railway, cron, Vercel, Hetzner VPS, Terraform, AWS (S3, CloudFront, Lambda, DynamoDB), Linux
WEB3	Solidity, Smart Contracts, Hardhat, OpenZeppelin, Ethers.js, World Chain, World ID, EIP-712
FOUNDATION	System Design, TDD, Distributed Systems, Technical Leadership, Program Management, KPI Development, Compliance (SOC 1 & 2, KYC, AML)