

Brian J. Glusman

SOFTWARE ENGINEER / TECHNICAL LEAD / AGENT SYSTEMS

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Senior software engineer and technical leader with 20+ years building product platforms, developer infrastructure, and high-trust teams. Recent work centers on production agentic systems: composable tools, verifiable citations, long-running task UX, human-in-the-loop automation, and the boundaries that keep all of it operable.

EXPERIENCE

Technical Lead, Assortment Hub / Senior Software Engineer

2020 - present

PepsiCo / New York City

- Lead architecture and delivery for Assortment Hub, a new product improving how retail operations work across supply chain, catalog, and external retailer boundaries.
- Pioneered and delivered Schippy, a composable agent framework and chat assistant embedded in the core product, including reusable tools and production interaction patterns.
- Designed citation generation and verification, visible tool-use progress for long-running tasks, and human-in-the-loop proposal workflows for business automation.
- Progressed from senior backend engineer to engineering lead and engineering manager; returned to an IC role by choice in 2026 to focus on architecture and hands-on delivery.

Director of Technology / Technical Lead

2015 - 2019

StellaService / PowerReviews / New York / remote

- Turned a prototype into an enterprise platform with hierarchical account modeling, SAML authentication, and a reliable service API.
- Introduced Elixir/Phoenix and Kubernetes, helping establish a more resilient service architecture and delivery model.

SELECTED OPEN SOURCE

[Wardwright](#) / Elixir / Gleam / Phoenix

A governed, OpenAI-compatible model gateway that turns routing, policy, retries, and receipts into reviewable contracts instead of scattered agent logic.

[Calciforge](#) / Rust / agent infrastructure

A self-hosted safety layer for agents, exploring secrets isolation, destination policy, tool controls, channel routing, and auditable execution.

[ModelSkyline](#) / Python / evaluation systems

An evidence-oriented framework for selecting models with workload-specific Pareto frontiers across quality, cost, latency, and resource use.

TECHNICAL RANGE

Agent systems	tool design / model routing / citations / evals / human-in-the-loop workflows / safety and governance
Application engineering	Elixir / Phoenix / OTP / LiveView / GraphQL / PostgreSQL / Ruby / Python / JavaScript
Architecture and operations	product boundaries / distributed systems / Kubernetes / AWS / CI/CD / observability / Snowflake
Leadership	technical strategy / team leadership / mentoring / architecture review / cross-functional delivery

EARLIER WORK AND EDUCATION

Skillfeed / Shutterstock (2014 - 2015) / Amicus (2012 - 2014) / Enjyn (2009 - 2011) / Boeing Integrated Defense Systems (2001 - 2007)
Recurse Center, Participant (Spring 2015) / Bowdoin College, B.A., Computer Science (2001)