

Joseph Wheeler

Director of Engineering | Hands-On AI & Platform Leader | Agentic Workflows, Commerce & Finance Operations

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PROFESSIONAL SUMMARY

Hands-on engineering leader who builds agentic AI in production and still ships code. Led a 15-person engineering and QA organization while personally designing agentic workflows, the evaluation guardrails that let a whole team adopt them safely, and an adoption that raised peer-reviewed throughput 105 percent on flat headcount. Architected a greenfield enterprise platform from an empty repository to production, and came up through six years of accounting before engineering, a finance-to-engineering arc that makes budgets, reconciliation, and business tradeoffs first-hand. Open to remote roles.

EXPERIENCE

Director, Technical Product Operations and Platform SME

Cart.com | Dallas, TX | March 2023 - June 2026

B2B SaaS commerce and third-party logistics platform on AWS and Kubernetes | 15-person org through its leads

- Built and deployed agentic workflows in production: agent orchestration, a planning agent that drafts engineering plans and runs parallel adversarial review, and MCP-based tooling for agent integration.
- Drove org-wide adoption of AI-assisted development, authoring the evaluation criteria, guardrails, and governance, and raising peer-reviewed throughput 105 percent (331 to 680 tickets per quarter) on flat headcount.
- Stayed hands-on, shipping 31,808 lines across 264 files in one 18-day window, and built an adversarial, multi-perspective review pattern that caught 10 required fixes before any release merged.
- Owned production reliability and incident response, including remediating 4,461 orphaned records via scripted parallel API calls with zero failures.
- Set strategy with executives, authored the platform strategy presented to the CEO, and partnered daily with product, sales, and operations.

Engineering Manager and Product Manager

Snowfall Technologies | Dallas, TX | April 2017 - December 2021

Enterprise commerce/logistics software startup (OMS/WMS) | owned from empty repository to production

- Architected and shipped a greenfield enterprise OMS and WMS in Python: data models, REST APIs, and integrations into client ERP and order systems on AWS, owned from empty repository to production.
- Onboarded 14 enterprise clients in 24 months; standardized, reusable patterns compressed deployment from roughly 3 months to 6 weeks per client.

Production Support Manager

Cart.com | Dallas, TX | December 2021 - March 2023

- Built the production-support and incident-response function from scratch through a post-acquisition integration; playbooks still in use. Promoted to Director within the first year.

EARLIER CAREER - FINANCE AND OPERATIONS

Accounting Manager at SpeedFC / Speed Commerce (2008-2014), a third-party fulfillment provider: led a team across accounts payable, billing, reconciliation, and unit economics, and ran financial diligence for a company buy-out reporting directly to the CEO. Budgets, unit economics, and business judgment are modeled first-hand.

SKILLS

AI and Agentic

Agentic workflows and agent orchestration, deployed AI agents, evaluation guardrails and governance, AI adoption that lets teams build safely, Claude Code, MCP, responsible AI-assisted development

Platform and Engineering

Python, REST API design and integration, distributed systems, PostgreSQL, AWS, Kubernetes, CI/CD, platform architecture, production reliability and incident response

Leadership

Engineering and cross-functional leadership, leading through leads and near-shore teams, hiring and coaching, delivery metrics, technical strategy and roadmap

Finance and Domain

Commerce, fulfillment and logistics, accounts payable and reconciliation, budgets and unit economics, financial diligence, total cost of ownership

RECOGNITION

Cart.com core value award: Thinking Outside the Box