

Logan Pappas

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Summary

AI-focused Technical Product Owner with a track record of taking enterprise platforms from ideation to scale — including Linc, Assurant's B2B ecommerce platform for the used-device marketplace, which I've owned as lead Technical Product Owner since its discovery phase, through launch and into ongoing international expansion, and a warehouse platform used across every distribution center in a global operation. Skilled at bridging product, engineering, and client stakeholders — translating customer needs and AI/ML capability into scoped, shippable features. A hands-on builder of AI-driven product features and team-enablement workflows, with direct fluency in applying LLM tooling to real engineering and product work. Experienced with Flutter, C#, Python, .NET, and Kubernetes.

AI Product & Workflow Enablement

- As lead Technical Product Owner on Linc, Assurant's B2B ecommerce platform for the used-device marketplace since its discovery phase, identify and scope AI tooling to reshape the marketplace experience for customers and admins — extending the platform beyond its international launch.
- Design and roll out reusable AI-driven skills and workflows, built with Claude (Code and Cowork), that standardize how the team works in Jira, improving consistency across team members and projects.
- Build AI-assisted engineering workflows using Cursor and custom MCP servers to enable more consistent API and UI development patterns across the team, increasing development speed.
- Building Questa, a personal Flutter application integrating Firebase and the OpenAI API that parses social media posts (caption, geotag, and image recognition) into personalized travel itineraries — including a modular backend pipeline for extracting and scoring geolocation data.
- Apply hands-on AI/LLM tooling experience directly to product strategy, translating emerging AI capability into practical, shippable customer value.

Experience

Assurant — Nashville, TN

Technical Product Owner *Oct 2024 – Present*

- Serve as lead Technical Product Owner for Linc, Assurant's B2B ecommerce platform for the used-device marketplace — involved since its discovery phase and owning it end-to-end through launch and its current expansion into international markets.
- Own product roadmaps, prioritization, and backlog for multiple applications spanning Linc and Assurant's global warehouse operations, translating stakeholder and customer input into scoped, shippable initiatives.
- Serve as the primary link between product and engineering teams, and collaborate directly with clients to surface needs and identify new product opportunities.
- Oversee and mentor a second Technical Product Owner, providing guidance on roadmap strategy and consistency across projects.
- Led end-to-end design and delivery of a predictive analytics tool for IMEI/device data using cloud-native architecture — aggregating data from multiple sources to forecast demand, detect anomalies, and improve operational decision-making.
- Lead sprint planning, stakeholder alignment, and release planning in a fast-paced Agile environment.

Full Stack Software Engineer *Aug 2022 – Oct 2024*

- Led development of a Flutter-based mobile application for carton receiving and scanning, now used across all of Assurant's global distribution centers — driving early product and roadmap decisions for the tool ahead of formally transitioning into the Technical Product Owner role.

- Designed and maintained scalable RESTful APIs using .NET and Python, contributing to system reliability, performance, and maintainability across distributed systems.
- Integrated CI/CD practices and Cypress testing to significantly improve release confidence and code reliability.
- Designed and maintained data models in MySQL and MongoDB to support real-time tracking and analytics.
- Championed simplification of processes and tools, reducing friction for warehouse users while increasing accuracy and throughput.

Abbott — Remote

Systems Engineer *Oct 2020 – Aug 2022*

- Designed and implemented a comprehensive test suite utilizing DOORS and ClearQuest for Abbott's heart failure system.
- Acted as the technical liaison across teams to ensure delivery of mission-critical software to hospitals — demonstrating ownership and cross-team collaboration under strict quality and compliance requirements.
- Resolved software and end-to-end failures to enable large-scale international releases.
- Identified and addressed issues for optimal system performance and user satisfaction.

Techlink — Bozeman, MT

Software Engineering Intern *Sep 2019 – Oct 2020*

- Managed diverse projects spanning front-end development, bug testing, and automation.
- Built testing frameworks in C# to validate releases and data integrity.
- Helped test the company website and backend API endpoints using Postman.
- Worked with Selenium, React, Visual Studio, Gherkin, and SpecFlow.

Technical Skills

- Languages: Dart (Flutter), C#, Python, TypeScript, Swift, HTML/CSS
- Frameworks: .NET, Flutter, React, Cypress
- AI / LLM Tooling: Claude (Code, Cowork), ChatGPT/OpenAI API, Cursor, custom MCP servers, AI agent skill design, prompt engineering
- Cloud & DevOps: Azure, Kubernetes, Docker, CI/CD
- Databases: MySQL, MongoDB
- Tools: Jira, Postman, DOORS, ClearQuest, Gherkin, Selenium, Git
- Practices: Agile Development, Product Roadmapping, Cross-Functional Stakeholder Management, REST/gRPC API Design, Testing Automation, Cross-Platform App Development

Education

Bachelor of Science, Computer Science *November 2020*

Montana State University — Bozeman, MT

- Collaborated with department head to develop a course for an international class in Germany.
- Represented the School of Computing on a visit to leading tech companies in California.
- Built a Bluetooth-controlled RC car app using Swift as part of an interdisciplinary engineering project.