SEAN BIGANSKI

INTERIM & FRACTIONAL CTO | FOUNDER WITH EXIT | HANDS-ON AI BUILDER

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EXECUTIVE PROFILE

Technology and product executive who founded, scaled, and sold a B2B SaaS company over 20 years: $5–10M ARR, $100M+ cumulative revenue, Inc. 5000 honoree, profitable without venture capital, and acquired by Banyan Software in 2022. The platform processes billions of usage records and bills tens of millions of end users a year. As CTO, I also led technology for outside companies in a fractional capacity, including Virtual Vision, whose VR eye exam is used by millions of patients. Since the acquisition I have served as CEO, delivering against board-set growth and profitability targets. Now I am returning to what I do best: **technology leadership with my hands still on the code.** I build and ship production software every week with an AI-native workflow, and I have put agentic AI in front of live customers. I can set strategy with a CEO and board, hire and lead an engineering team, get a company ready for diligence, and then build the thing.

Engagements: Interim CTO · Fractional CTO / CPO · Technical due diligence for investors and acquirers

LEADERSHIP VALUE

- **AI-assisted engineering:** runs a daily agentic coding practice (Claude Code, custom skills, MCP servers, structured-output pipelines) and ships LLM-backed features to production. Helps teams adopt AI tooling with real guardrails on review, security, and quality, and separates what it is genuinely good at from what it is not.
- **Hands-on execution:** personally designs, codes, prototypes, and deploys. Currently sole engineer on a multi-tenant SaaS platform with native iOS and Android apps, and recently shipped two consumer iOS apps solo.
- **Fractional delivery:** has led technology for several client companies at once on a part-time basis, alongside a full-time CTO role, owning architecture through delivery.
- **Technology and product leadership:** architecture, engineering strategy, platform modernization, technical debt, cloud and vendor decisions, product strategy, roadmap, UX, and end-to-end delivery.
- **Team leadership and hiring:** hired and managed roughly 100 people over 20 years, with engineering and product teams of 15 to 50. Builds teams around accountability and shipping, and hires the leaders who will own them long term, including a permanent successor when an interim role ends.
- **Investor and diligence readiness:** took a company through a sale from the seller's side and now operates to board-set targets with full P&L ownership. Completed PCI DSS SAQ A validation, is running Google CASA verification, and has a SOC 2 roadmap. Knows what investors and acquirers examine and how to get ahead of it.

EXPERIENCE

Chief Executive Officer | BeQuick, Inc. (a Banyan Software company) — 2022–Present

SaaS platform for U.S. telecom operators and MVNOs

- Continued as CEO after the acquisition, growing customer accounts 50% in the first year while preserving profitability, retention, and team continuity.
- Deliver against board-set growth and profitability targets through Banyan Software's portfolio leadership: own the full P&L, annual budget, quarterly reforecasts, and QBRs for a platform serving hundreds of telecom customers, and translate ownership expectations into the operating and technology plan.
- Designed and built a fully agentic AI customer service agent, now live with customers.
- Led AI adoption across engineering, support, and business development, setting where generative tooling is used, how its output is reviewed, and where it stays out.

Founder & Principal | Think Yard LLC — 2025–Present

Independent software studio; creator of Hey Customer, a multi-tenant CRM and help desk SaaS

- Sole architect, engineer, and operator of Hey Customer: multi-tenant Rails and Hotwire platform with seat-based Stripe billing, e-signature, email sync, reporting, automations, and a customer portal, running on PostgreSQL and Heroku.
- Shipped LLM features to production, including natural-language reporting that turns a plain-English question into validated, schema-safe queries against the existing reporting engine.
- Built and published an MCP server that exposes the product to AI assistants, and submitted it to the Claude Directory.
- Built internal AI tooling that earns its keep: agentic pipelines that derive customer-facing documentation from the codebase, capture screenshots with Playwright, and publish to the CMS, plus an automated prospect-research agent.

- Shipped native iOS and Android apps, live on the App Store and Google Play, from the same Rails codebase using Hotwire Native.
- Owns the full compliance posture: completed PCI DSS SAQ A validation, runs Google OAuth and CASA verification for restricted scopes, and is working toward SOC 2 and CSA STAR.

Founder & Chief Technology Officer | BeQuick, Inc. **2002–2022**

Bootstrapped SaaS company serving the U.S. telecom and MVNO market

- Founded and scaled the company from zero to $5–10M ARR and a successful exit; led teams of 15 to 50 across a 20-year operating history.
- Took the company through sell-side diligence to its acquisition by Banyan Software in December 2022.
- Architected and led Connect, the flagship subscriber-management and billing platform, including carrier integrations, rating and billing, and high-volume transaction processing.
- Directed product end to end across IVRs, ordering portals, mobile apps, and UI design; made the key build-vs-buy, vendor, and platform decisions.
- Built a platform whose reliability supported long-term customer retention across hundreds of operators and MVNOs.

Founder & Fractional Technology Lead | Toca Madera Studios **2019–2022**

VR/AR studio run alongside BeQuick, providing fractional technology leadership to client companies

- Served as technology and product lead for client companies while CTO of BeQuick, owning architecture, build, and delivery from concept to launch.
- Built the VR eye exam platform for Virtual Vision, now used by millions of patients, including proprietary calibration and eye tracking.
- Delivered VR/AR products for Fold and Exero Vet in C# / Unity 3D on Meta Quest and Pico.

TECHNOLOGY

AI: agentic coding (Claude Code, Cursor, custom skills, MCP servers) · LLM application design (Anthropic, Google Gemini) · AI agents, including voice (ElevenLabs) · prompt and evaluation design · structured-output and validation pipelines

Engineering: Ruby on Rails · Hotwire / Stimulus / ViewComponent · Hotwire Native (iOS, Android) · PostgreSQL · MySQL · C# / Unity 3D · SwiftUI / visionOS · AWS · Heroku · Stripe

PATENTS & COMMUNITY

U.S. 7,110,517, telecom provisioning automation (2006) · U.S. App. 2018/0357833, 3D/VR content systems · Co-founder and former Chair, Code Palm Beach