

Bryce Benson

Senior Engineering Manager

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Senior Engineering Manager with 13+ years of full-stack development and people leadership, building high-performing engineering orgs at growth-stage B2B SaaS companies. Led teams shipping AI-powered products, real-time data platforms, and complex integration ecosystems — scaling Shopmonkey from 4K to 10K customers and \$50M ARR through 20+ hires, sustained 80%+ delivery attainment, and a first-principles approach to architecture, reliability, and org health.

EXPERIENCE

Senior Engineering Manager

Nov 2025 – Present

Shopmonkey · Shop Management SaaS · Morgan Hill, CA

- Oversee multiple cross-functional teams — platform, enterprise, mobile, marketing, reporting, and architecture — with 10–15 direct reports; built hiring pipelines and interview standards from sourcing through onboarding, maintaining retention strong enough to attract boomerang engineers back to the org.
- Shape product roadmapping and technical strategy with product and leadership — making pragmatic tradeoffs between speed and quality, driving quarterly planning and cycle-level prioritization, and sustaining 80%+ delivery attainment consistently across managed teams.
- Lead development of AI-powered analytics — integrating LLMs for natural language querying and intelligent insights on ClickHouse — delivering trend analysis and data-driven intelligence to 50K+ active users.
- Drive reliability and org health — establishing error budgets, T1 on-call scoping, leveling rubrics, career development programs, and promo cycle advocacy — reducing alert noise and raising the technical bar across managed teams.
- Build AI-powered internal leadership tooling — including a cycle planning agent that uses engineer skill profiles and growth trajectories to surface recommended roadmap items, and performance evaluation dashboards with automated metric scraping.

Engineering Manager

Sep 2022 – Nov 2025

Shopmonkey · Shop Management SaaS · Morgan Hill, CA

- Served as a core engineering lead on the greenfield replatform in React, TypeScript, Next.js, Fastify, Kysely, and CockroachDB — migrated all v1 users, grew the customer base from ~4K to 10K, and contributed directly to the company crossing \$50M ARR.
- Owned a growing suite of third-party API integrations — including QuickBooks, PartsTech, and additional platform partners — balancing new integration delivery against ongoing maintenance, reliability, and performance across the partner ecosystem.
- Built enterprise real-time data activation infrastructure — enabling customers to stream live data to external systems, APIs, and databases — alongside NATs-based event messaging, async processing pipelines, and webhook delivery for event-driven workflows.
- Drove performance optimization — database query tuning, index optimization, and cross-team collaboration with the dbt team on data pipeline improvements — increasing critical service performance by 60% across 50K+ active users.

Engineering Manager

May 2021 – Sep 2022

Huge · San Francisco, CA

- Led 6 direct reports across project teams of 8–12, delivering enterprise digital platforms for Fortune 100 clients — including a loyalty and commerce platform for a national grocery chain, an EV brand owner dashboard, and a 3D home visualization tool for a custom home builder.
- Partnered with senior leadership on engineering hiring standards, org structure improvements, and company-wide engineering excellence initiatives.

EARLIER EXPERIENCE

- **Lead Developer**, Cognition Studio · Seattle, WA · 2020–2021 — Led development team across full project lifecycle for headless React, e-commerce, biotech, and CMS platforms; served as technical lead for client consultation and solution architecture.
- **Lead Developer**, Graphiti Associates · Seattle, WA · 2016–2020 — Led engineering across React Native, PWA, headless CMS, and eCommerce projects; drove UX and performance improvements for clients including Amazon, contributing to a 60% increase in FBA acquisitions.
- **Lead Front End Developer**, Real Integrated · Bloomfield Hills, MI · 2013–2016 — Led web team of 4 across CMS, eCommerce, and interactive builds; drove improvements averaging 35% increase in site traffic.
- **Front End Developer**, Mercury Studio · Royal Oak, MI · 2011–2013 — Built corporate training websites and interactive web-based training modules for major automotive clients.

SKILLS

Engineering

TypeScript, React, React Native, Next.js, Node.js, Fastify, Go, GraphQL, NATs, Redis, Turborepo, API Design & Development, Testing & QA

Leadership & Org Design

Org Design & Scaling, Hiring & Recruiting, Career Laddering & Leveling, Performance Management, Technical Roadmapping, Sprint & Quarterly Planning, Cross-functional Leadership

Infrastructure & Data

PostgreSQL, CockroachDB, ClickHouse, Redis, SQL, dbt, Kysely, Prisma, Docker, GitHub Actions, AWS, GCP, PagerDuty, CI/CD

AI, Analytics & Tooling

LLM Integration & Tooling, Agentic AI Systems, AI-powered Analytics, AI-assisted Developer Tooling, LaunchDarkly, Pendo

EDUCATION & INSTRUCTION

Bachelor of Arts — Writing & Rhetoric: New Media

Oakland University · Rochester, MI · 2012

Front-End Certificate Course Developer & Instructor

University of Washington · 2018–2021

Full Stack Bootcamp Instructor

University of Washington · 2018–2021