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Re: Product Manager at CardFlight

CardFlight sits at the intersection of payments infrastructure and merchant tools, which is exactly the territory I have been building in. PizzaCart is a Square-integrated ordering platform I built for independent restaurant operators. Donna is an AI-native restaurant management platform with a Square POS integration at its core. Both came from operating Lucky Hare Bar and Grill and Night Train Pizza firsthand, not from studying the space from a distance.

The work you are describing at CardFlight is the work I already do. Merchant interviews, synthesizing support tickets and usage data into clear problem statements, writing specs engineering can actually build from, owning launch readiness across marketing and operations. I did all of that across 40-plus products at Nine Labs over 13 years, for clients like Fiserv, Delta, and IHG. My book *Loops* codifies that process: start with the problem, validate before you build, define success before you ship.

The piece that may be less common: I build. Socializer went from idea to working MVP in a single afternoon, solo. PizzaCart has kitchen capacity throttling and real-time throughput modeling. Donna runs multi-agent prospecting on local infrastructure. I write the specs and I direct the build. That means when I sit in a refinement or sprint planning, I know what is hard, what is under-specified, and what the engineering team needs to ship something that actually works.

CardFlight is a lean team solving a real problem for merchants. That is the kind of environment where this background creates the most value. Discovery through delivery, no theater.

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