BENJAMIN STONE

AI TRANSFORMATION & OPERATIONS LEADER | AGENTIC SYSTEMS | BUSINESS AUTOMATION ARCHITECT

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PROFESSIONAL SUMMARY

AI transformation and operations leader combining 10 years of Controller-level leadership with nearly five years leading Aptria, an AI automation consultancy delivering production agents, multi-agent systems, autonomous workflows, CRM/business-system integrations, APIs, and verification platforms. W3C Community Group Co-Chair and IETF author who bridges Sales, Finance, Operations, and Technology to turn complex processes into scalable, governed automation.

CORE EXPERTISE

AI Agents & Platforms: Production AI Agents • Custom Agent Frameworks • Azure • Generative AI • LLM Orchestration • RAG • MCP / Tool Calling • Multi-Agent Systems • Workflow Automation • Human-in-the-Loop • AI QA / Evals

Sales & Business Operations: Sales Operations • CRM & Revenue Workflows • Forecasting • KPI Reporting • Operational Dashboards • Process Design • Workflow Automation • Cross-Functional Operations

Engineering & Data: Python • TypeScript • REST APIs • API Integration • Postgres • Docker • Next.js • Tauri • Playwright • SaaS

Governance & Controls: AI Governance • Data Governance • Internal Controls • Standards Authoring • Auditability • Financial Controls

STANDARDS & INDUSTRY LEADERSHIP

- **W3C Community Group Co-Chair - AIVS:** Leading open standards for cryptographic proof of AI-agent sessions, portable self-verifiable audit records, and tamper-evident action logs aligned with the EU AI Act and NIST AI RMF.
- **IETF Author - 8 Active Internet-Drafts:** Authored specifications across agent transactions, escrow, verifiable capabilities, discovery, reputation scoring (SwarmScore), and verification.

PROFESSIONAL EXPERIENCE

Aptria aptria.net - ***Founder & Principal, AI Automation & Systems Architecture*** — Lehi, UT | 12/2021 - Present

- **AI Automation Consulting:** Lead end-to-end client engagements across Finance, Sales, Operations, Support, and administration, translating complex workflows into production AI agents, integrations, autonomous processes, and governed automation.
- **AI Agent Development & Architecture:** Built and deployed production AI agents and multi-agent systems using Azure, RAG, MCP/tool calling, APIs, databases, memory/context systems, evaluation frameworks, exception handling, and human-in-the-loop controls.
- **Workflow, CRM & Revenue Automation:** Designed integrations across CRM, communications, reporting, finance, and operational systems; built data flows and dashboards supporting lead management, forecasting, revenue visibility, reporting, and operating decisions.
- **SwarmSync.ai:** Architected and launched a multi-agent platform for autonomous discovery, delegation, negotiation, transactions, escrow settlement, reputation scoring, verification, and production governance.
- **AI Sales Systems:** Designed and built a real-time AI Sales Coach that analyzes live conversations, maintains contextual awareness, and provides immediate guidance for objections, questions, discovery, and next-best actions.
- **AI Verification & Governance:** Engineered Conduit/HALO, InvoiceProof, AuditProof, and VerifyAPI using cryptographic proofs, hash-chained logs, approval gates, identity and authorization controls, and independently auditable AI action records.
- **AI Platforms & Product Delivery:** Built and launched ConduitScore.com, a live AI-readiness diagnostics and remediation platform, and Cato, a desktop AI operating system supporting multi-model orchestration, agent workflows, memory, and tool calling.

Bella Lash Extensions - ***Controller*** — Vineyard, UT | 11/2011 - 11/2021

- **Finance & Operations Leadership:** Directed full-cycle accounting and operating workflows for a multi-million-dollar business across GL, AP/AR, inventory, cash, payroll, sales tax, and vendor processes for ~50 staff.
- **3-Day Month-End Close:** Re-engineered and led the close process, consistently delivering financial statements, reconciliations, accruals, and supporting schedules within a 3-day window.
- **Executive Reporting & Planning:** Delivered financial packages, variance analysis, cash forecasts, KPI reporting, and decision support to leadership.
- **Process Optimization & Enablement:** Built SOPs, approval workflows, internal controls, and operational reporting; led cross-functional training and rollouts across finance, inventory, and administrative teams.

EDUCATION

Master of Business Administration (MBA), Accounting & Finance - University of Utah, Salt Lake City, UT — 05/2014

Bachelor of Science (BS), Accounting - University of Utah, Salt Lake City, UT — 12/2012