

Manuel Lizcano Butzmann

Forward Deployed Engineer profile — 7 years cross-border logistics (MX-US-CAN) + AI agent systems running in production

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\$72M+	17	\$1M/mo	190	5
REVENUE IN 5 YRS	ENTERPRISE ACCOUNTS	LARGEST SINGLE ACCOUNT	SHIPMENTS / MONTH	AI SYSTEMS IN PRODUCTION

WHY THIS PROFILE IS RARE

Enterprise AI deployments fail on the gap between the model and the operation. I've lived both sides: seven years operating and selling cross-border freight — including **specialized data-center equipment moves**, the physical infrastructure AI runs on — and the last stretch designing, shipping, and operating **autonomous multi-agent systems over real business channels and real money**, with guardrails enforced in code. I don't need the discovery call translated: I've been the customer.

LOGISTICS — OPERATIONS & ENTERPRISE SALES

Commercial Director · Loyalty Logistics (US-MX freight forwarder) — promoted from Sales Manager Mar 2020 – Present

- Closed **17 enterprise accounts** totaling **\$72M+ USD revenue over 5 years**; largest single account at **\$1M USD/month**.
- Cross-border operations MX/US/CAN through **Laredo and Colombia** ports of entry: FTL and **specialized/oversized freight, including data-center equipment**.
- Ran domestic Mexico operation at **190 shipments/month**; industry focus: **electronics & tech manufacturing**.
- Fluent in the operator's stack: **TMS, ERP, tracking, pricing** — both sides of the desk, operations and sales.

AI AGENT SYSTEMS — DESIGNED, BUILT & OPERATED IN PRODUCTION

Autonomous outbound engine with code-enforced guardrails. Multi-agent pipeline (research → write → two adversarial gates → send) running a freight company's outbound motion. Limits in code, not prompts: timezone-anchored windows, ramp caps, suppression, blocked domains. Zero bounces, zero unsubscribes.

AI agent that answers and advances live freight deals. Classifies real intent on every inbound reply, decides against an explicit autonomy matrix; sends safe cases alone at any hour, escalates pricing and risk. Hard-coded rule: the agent can never state a rate.

Carrier-payments agent — real money, unattended, in production since June 2026. Parses remittance PDFs, reconciles each load against the TMS via API, registers payments unattended. Seven code-level locks; the brain picks the case, a separate script decides if it's allowed. Zero erroneous payments.

Multi-session coordination layer over a shared mailbox. Quota reservation, three-source suppression joins, mailbox-as-ground-truth counting, rogue-send-path detection — built from a real incident, documented post-mortem.

Document AI for freight invoices + agentic media pipeline. OCR-to-action demos; a 6-agent video production studio (Playwright capture, TTS QC by WPM variance, ffmpeg assembly with numeric QC gates).

TECHNICAL

Python · LLM/agent orchestration (Claude API, multi-agent pipelines, autonomy matrices) · API integrations (TMS, Gmail/Graph, CRM) · Playwright · ffmpeg · state-machine design · scheduled ops (launchd/cron) · append-only observability & post-mortems

Full case studies with architecture detail: manuelbutzmann.com

EDUCATION

B.A., Business Creation & Innovation (Licenciatura en Creación e Innovación Empresarial), Universidad de Monterrey (UDM), 2021 — licensed (cédula profesional).