

# BENJAMIN BIRKHAHN

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## SUMMARY

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AI-native product builder and Drexel Entrepreneurship graduate (June 2026) focused on workflow automation and no/low-code tooling. Ships end-to-end systems that streamline operations, integrate third-party APIs, and extend product capabilities using tools like n8n, Zapier, and LLM copilots, across roles in product operations, client experience, and sales.

## EDUCATION

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**Drexel University** | Philadelphia, PA | Expected June, 2026 BA, Entrepreneurship and Innovation

## SKILLS

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- **Product & Operations:** Product strategy, workflow automation, market research, roadmap contribution, API evaluation, B2B integrations, EDI/FTP, data analysis
- **Tools & Platforms:** Gemini, Claude, Perplexity, ChatGPT, n8n (Level 1 Certified), Zapier, Retool, Notion, Google Workspace, Microsoft Office, Airtable, Antigravity, Warp, and Postman
- **Automation & Technical:** Workflow design, prompt engineering, API integration, web scraping, Docker, Google Cloud Platform, Terminal/CLI
- **AI-Assisted Development:** Expert at using LLMs as coding copilots to rapidly prototype scripts, debug, and extend automation workflows
- **Design & Media:** Adobe Photoshop, Lightroom, Premiere Pro, After Effects, and video production
- **Certifications:** n8n Workflow Automation — Level 1 (Dec 2025)

## EXPERIENCE

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### BevSpot

*Product Operations Associate (Co-op) | April–September 2025*

- Built Zapier integrations connecting HubSpot form submissions to Close CRM, automating retailer account creation with custom field mapping, duplicate lead logic, and location object creation — eliminating manual data entry across the onboarding workflow
- Worked alongside a team to prototype and develop future product concepts, owning the full ideation-to-mockup cycle, including research, requirements documentation, and design specs
- Led end-to-end B2B integration projects with partners, including Toast POS, automating data exchange via EDI and FTP protocols to improve customer data reliability
- Researched and evaluated third-party APIs (drink datasets, partner platforms) to enhance product data and expand platform value for restaurant owners
- Used AI tools to accelerate ideation-to-prototype cycle: generated structured PRDs, competitive analyses, and initial mockups, reducing early-stage research time by ~25%
- Analyzed product usage data and user feedback to surface new product feature ideas and contribute directly to the product roadmap

## Satisfi Labs

Revenue Coordinator (Co-op) | April–September 2024

- Supported a client portfolio spanning 20+ major sports and entertainment brands, including MLB, NBA, NHL teams, NASCAR venues, Madison Square Garden, and multiple universities
- Identified upsell and retention opportunities by mapping client event calendars to anticipated product needs, helping the sales team to generate account growth across the client portfolio
- Built tailored sales presentations and proposals for new business and existing client meetings, helping sales and customer teams close deals and strengthen client relationships
- Collaborated cross-functionally with business development and client success teams to align on growth priorities and client delivery

## Aramark Corp.

Premium Supervisor, Citizens Bank Park (Co-op) | March–October 2023

- Supervised ~50 suite attendants per event across premium suites, managing real-time staffing, inventory, and service delivery
- Served as primary point of contact for suite owners and VIP attendees, resolving issues on the fly and maintaining high-touch service standards

## Blacktop Driveway Sealers

Irvington, NY Co-Founder & Owner | March 2020–September 2022

- Co-founded and scaled a service business during the pandemic, expanding from driveway sealing into landscaping and home improvement
- Managed all business functions independently: sales, marketing, customer service, billing, and operations — generating sales across Westchester County in New York

## PROJECTS

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### Homertrakker — Automated MLB Highlight Pipeline | [youtube.com/@SportsTrakker](https://youtube.com/@SportsTrakker)

- Built and scaled an automated MLB highlight pipeline to 300+ videos and 300K+ views — entirely automated, no manual editing
- Built an end-to-end Python pipeline that polls MLB's StatsAPI in real time, detects new home runs, downloads broadcast highlights, compiles vertical Shorts via FFmpeg, and auto-uploads to YouTube with Statcast-enriched metadata
- Designed the system to be timezone-aware across the full MLB slate of games, and extendable to other sports by abstracting the event detection and API layers

### TSATracker.com — Real-Time TSA Wait Time Tracker | [tsatracker.com](https://tsatracker.com)

- Identified a real traveler pain point — no accessible, real-time source for TSA checkpoint wait times — and built a live web app to solve it from scratch
- Engineered a Python/Flask backend that scrapes, normalizes, and serves live TSA wait data, with automated scheduling to keep information current without manual intervention
- Designed and deployed a clean, mobile-first frontend optimized for travelers searching quickly before or during a trip; registered domain, configured hosting, and launched publicly
- Managed full product lifecycle independently: problem identification, technical architecture, build, deployment, and ongoing iteration

## ClarityCheck — PDF Hidden Text & AI Trap Detector | <https://github.com/benbirkhahn/ClarityCheck1.0>

- Built a Python tool to detect hidden text embedded in PDFs — zero-width characters, invisible layers, and off-screen content used to manipulate document readers
- Engineered a pipeline that ingests PDFs, scans for hidden formatting artifacts, and generates a structured report flagging each anomaly by type and location
- Demonstrates document parsing, pattern detection, structured reporting, and product thinking from a real pain point

## LEADERSHIP

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- **Men's Ice Hockey**, Drexel University (2021–2026) — Defenseman, 2X Conference Champion, American Collegiate Hockey Association
- **Varsity Ice Hockey Captain**, Irvington High School (2017–2020)