

Ben Consterdine

Product-minded fullstack engineer building agentic systems
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PROFESSIONAL EXPERIENCE

Fullstack Developer (AI)	<i>Pendo</i>	September 2025 – Present
- Co-architected the multi-agent system behind Leo, Pendo's AI layer (LangGraph, Python), as part of a small team owning it from design to production. Took it from a single chat surface to a context-aware agent embedded across the product, now handling ~5,000 conversations a week. - Co-created Leo's eval-driven development: 48 real analytics questions (e.g. cohort retention comparisons) scored by an LLM judge against hand-written reference queries. Showed the existing MCP tools managed ~35%, then rebuilt the agent and tools to reach 100% on a core set and ~85% including a harder tier. - Co-designed Pendo's MCP tool surface (Go), exposing usage, survey and session-replay data to LLM agents, with a bespoke cohort-filter enabling complex queries at bounded cost and response size. - Built Leo's interaction surface (Vue.js): streamed artifact rendering (interactive charts and tables), reasoning timelines, and a homepage surfacing contextual signals.		
Frontend Developer	<i>Capsule CRM, Zestia Ltd.</i>	July 2023 – August 2025
- Developed core Capsule CRM features (Ember.js, Scala, Java) including an improved onboarding flow (~20% increase in trial conversion), annual billing, and internationalisation. - Built an exploratory MCP server exposing Capsule's product API to LLMs, prototyping agent workflows over CRM data and informing the team's AI roadmap. - Delivered real-time comments used by thousands of customers, built on WebSockets and a ProseMirror editor with @mentions and a custom document schema.		

CONTRACT WORK

Developer (part-time) <i>UK Space Agency funded</i>	<i>Indoor Farming Digital Twin</i>	November 2025 – Present
- Designed and built a digital twin (Python) of a modular indoor farm for terrestrial and orbital use, simulating crop growth and gas exchange at hourly resolution to plan crop mixes and assess viability. - Developed a mechanistic crop-growth model from NASA's life-support baseline data (BVAD), calibrated against published benchmarks for 46 species to within 5% of reference yields. - Built a Streamlit dashboard for scenario exploration; findings presented to stakeholders informed the Phase 2 bid.		
Fullstack Developer (part-time) <i>Client: quantqual</i>	<i>Bayesian Modelling Tool</i>	August 2022 – June 2023
- Built a Bayesian network modelling app (React.js, Python) used by a consultancy to forecast project success. - Implemented belief-propagation inference from scratch, adapting academic literature into production code. - Developed supporting systems including data import/export for legacy formats and collaborative multi-user functionality; delivered iteratively with a non-technical client.		

EDUCATION

BSc Computer Science & AI <i>1st Class (Hons)</i>	<i>University of Sheffield</i>	September 2020 – June 2023
Dissertation: "Predicting Cerebral Aneurysm Rupture" – Implemented a soft-voting ensemble (Python, scikit-learn) that outperformed the best published model (F1 0.821 vs. 0.798) and the clinical-standard PHASES score (0.591).		
A-Levels	<i>A* – Mathematics, A* – Further Mathematics, A – Physics</i>	September 2018 – June 2020

TECHNICAL SKILLS

Languages: JavaScript/TypeScript, Python, Go, Java
AI/Agents: LangGraph, LangChain Deep Agents, MCP, multi-agent systems, LLM tool design, evals, LLM-as-judge
Frontend: Vue.js, React.js, Ember.js, Next.js
Backend/Data: SQL, REST, GraphQL, PostgreSQL, NumPy, Pandas, scikit-learn
Tools: Git, Docker, GCP, CI/CD (Jenkins, GitHub Actions), Streamlit, Figma, TDD (Jest, QUnit, pytest)