Shoten Deshmukh

Technical Delivery & AI Solutions Leader

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SUMMARY

Technical delivery leader with 15+ years shipping AI and digital products in regulated enterprises. Currently leading AI strategy at Benchmark Capital (Schroders), where I've taken agentic AI from discovery to production across 150 adviser firms managing £34bn AUA. Multi-agent orchestration with tool use, compliance-in-the-loop routing, and human-in-the-loop workflows, all under FCA regulation.

Before this, I built Benchmark's 100-person engineering org and owned the technical direction for our wealth management SaaS platform, which sits inside enterprise adviser firms. I've scoped SOWs, managed a £20m change portfolio, and run executive briefings. I've also built LLM integrations, designed agentic architectures, and set up evaluation frameworks. Outside of work, I founded a medical travel startup and built the whole platform solo using AI tools, I build personal projects with the Claude API and MCP (gym-trainer-ai on GitHub), and I voluntarily deploy Claude Code into external organisations. One CEO now saves 15 hours a week.

I want to join Anthropic's founding Claude Agentic Solutions team because this is exactly the work I do already: deploying AI agents into enterprise environments and figuring out the repeatable patterns. I want to do it with the best models and the team building them.

EXPERIENCE

Head of Digital Strategy & Transformation, Wealth Products   Sep 2024 – Present

Schroders - Wealth Management - Benchmark · London

- Stood up Benchmark's AI function from scratch: no team, no process, no playbooks. Defined the evaluation framework, built the business case methodology, and created the governance model that got AI through FCA compliance.
- Own AI product strategy and roadmap for Benchmark's adviser platform, taking capabilities from discovery through to production under FCA regulation.
- Delivered four production agentic AI solutions, all shipping inside the SaaS platform under FCA regulation:
  - **Fact Find Agent:** Analyses meeting notes and financial PDFs, retrieves client context from CRM via tool use, grounds responses against a custom-built financial planning ontology, runs human-in-the-loop clarification, and presents structured updates for adviser review. Reduced adviser admin time by ~90 minutes per review across 34,000+ annual reviews.
  - **Advice Case Orchestrator:** Multi-agent system that helps advisers manage advice case workflows. Uses tools to manage tasks, routes outputs through compliance review agents, and escalates to human reviewers when the agent isn't confident.
  - **Meeting Summary Agent:** Deploys a meeting bot to capture transcripts, then summarises into a compliance-ready format with action items and follow-ups fed directly into the CRM. Saves 30–45 minutes per client meeting.
  - **Client Reviews Agent:** Supports the annual client review process end-to-end: prepares the advice team ahead of the meeting, manages workflow and tasks through the review cycle, and generates the suitability report.
- Set baselines and KPIs for each AI initiative, ran pre/post-deployment measurement, and reported outcomes to ExCo sponsors.
- Designed and shipped an AI-Augmented Product Development Lifecycle using spec-driven development. 4x cycle time improvement.
- Direct the £20m annual change portfolio, working with ExCo to prioritise investment against growth targets.
- Own customer relationships across 150 adviser firms. Run executive briefings, manage stakeholder comms, and act as the senior technical voice to firm leadership.

Head of Engineering & Technical Delivery   Nov 2018 – Sep 2024

Schroders - Wealth Management - Benchmark · London / Horsham

- Built and led a 102-person engineering and delivery org (2 Engineering Managers, 1 DevOps Manager, 1 Delivery Manager, 1 QA Manager).
- Owned technical direction and architecture for Benchmark's wealth management SaaS platform, which runs inside enterprise adviser firms. Effectively a forward-deployed delivery model.
- Led technical discovery and solution scoping for enterprise customers: mapped adviser workflows, identified constraints, defined MVP scope, and shaped solution architecture for platform extensions.
- Structured SOWs and scoped custom development engagements for new firm onboarding and platform extensions, managing scope, milestones, dependencies, and success criteria.
- Wrote technical playbooks for migration programmes and disaster recovery. Reusable across engagements.
- Drove 200% increase in self-service adoption, enabling £20m+ in platform top-ups. Built compliance checks into the product itself, saving ~75 minutes per adviser case.
- Fed delivery insights back to the product team on a regular cadence, shaping roadmap priorities based on patterns from firm deployments.
- Dealt with the full regulatory stack: FCA compliance, security reviews, data residency, and the organisational politics of deploying across 150 firms.

Founder & CEO   Mar 2025 – Feb 2026

Health Journeys Medical Travel Ltd · London *(alongside Benchmark role)*

- Founded a medical travel concierge connecting UK patients on NHS waiting lists with accredited Indian hospitals. Took the business from thesis to live operations in 11 months: company formation, governance, investor management, and four hospital partnerships.
- Built the entire production platform using AI tools with no engineering team: 30+ page website, AI-powered patient chatbot (WhatsApp/Messenger), automated blog publishing, analytics, and lead capture.
- Negotiated partnerships at CEO level with Gleneagles Healthcare (6 locations, 1,200+ beds) and Zydus Hospitals (1,100+ beds, internationally accredited).
- Ran paid acquisition across Google and Meta, generated 64 patient leads, and managed the patient pipeline from enquiry through to case qualification.
- Managed £19.6k of investor capital with full transparency: monthly reporting, financial reconciliation, and honest assessment of options when cash ran low.

Senior Product Owner → Head of Transformation   Jun 2014 – Nov 2018

BT · London

- Led product vision and delivery for customer-facing self-service platforms across BT Mobile and BT TV.
- Delivered the NowTV/BT TV integration programme, guiding 12 cross-functional teams (150+ people) to a 50% improvement in time to market.
- Drove replatforming from Oracle Siebel CRM to a modern digital experience layer, cutting support handling times.
- Established a company-wide Agile Coaching practice, training 200+ staff in product-led thinking and agile delivery principles.

Senior Associate, Customer Consulting   Sep 2011 – Jun 2014

PwC · London

- Designed digital product strategies for enterprise clients, turning user research and business goals into MVP roadmaps and go-to-market plans.
- Developed the business case and digital strategy for the University of Reading's £10m transformation programme, with embedded engineers on-site. Launched platforms that acquired 16k+ users and increased engagement 60%.
- Built a multichannel data analytics strategy for Channel 4.
- Defined target operating models, UX prototypes, and value propositions for market entry (SiG, Verizon, AT&T, T-Mobile).

Marketing & CRM Roles   Jan 2010 – Jul 2011

Further roles on request · London

PROJECTS

Claude Code Field Deployments (Voluntary)

Deployed Claude Code into three external organisations on my own time, training leadership teams and their engineers:

- **Covecta.io:** Set up repositories, context files, and Claude Code workflows. Delivered hands-on training to the engineering team. Provide ongoing support.
- **Nikura Essential Oils:** Trained the CEO and leadership team on Claude Code. CEO now saves 15 hours per week.
- **Sigma Sports:** Set up Claude Code tooling and workflows for the development team.

Same pattern each time: train leaders first, set up repos and context files, train the team, then ongoing weekend support.

Open Source (github.com/shoten-healthjourneys)

- **gym-trainer-ai:** Full-stack AI personal trainer app. Claude Sonnet 4.6 via Microsoft Agent Framework, 10 MCP tools, Deepgram voice logging, React Native, FastAPI, Azure PostgreSQL, Terraform infra, GitHub Actions CI/CD. Built end-to-end with Claude Code.
- **flight-hacker:** Parallel Docker-based flight price scanner. Spins up 8+ containers through different VPN locations to detect geo-pricing on Google Flights. Playwright scraping, SQLite, web dashboard.

EDUCATION

MSc Marketing and Strategy · University of Warwick   2009
Bachelor of Management Studies · H.R. College of Commerce and Economics, Mumbai   2008