

WORK EXPERIENCE

Founding Product Manager | KredosAI | Seattle, WA

2025 – present

KredosAI uses reinforcement learning and LLMs to personalize collections messaging and improve repayment outcomes for telecoms.

- **Multi-Agent Messaging System:** Led design and prompt engineering across 3 agents (user profile agent, chat agent with vector search, compliance/ QA agent) to deliver persuasive, responsible AI messaging at scale. Cut avg repayment by 5 days.
- **Recommendation Platform:** Evolved single-tenant ML model into multi-tenant recommendation platform (shared core inference pipeline + per-customer configs), reducing bespoke builds, cutting the sales cycle by 60%, and unlocking \$4M in new ARR.
- **RCS (Rich Communication Services):** Launched messaging through RCS protocol via Infobip, including a robust experimentation framework for rich media (images, gifs, cards). Improved payment rates by 24% and boosted click-through rate by 3x (vs. SMS).
- **FICO Partner API:** Led a strategic partnership with FICO, involving cross-functional collaboration to launch a 0-to-1 enterprise API, unlocking a new API revenue line. Defined model evaluation criteria and SLAs to deliver 99.9% uptime at 10K requests/day.
- **Dashboard v2:** Spearheading Angular to React migration (20 screens, Q2 launch) with a full UX overhaul. Leading design and AI-assisted prototyping, grounded in user journey research and product strategy, while supporting architectural decisions.

Senior Product Manager | Trovata | remote

2022 – 2024

Trovata is an enterprise cash management tool with unrivaled bank connectivity, where treasurers can analyze, forecast, and transact.

- **Multi-bank Connector:** Launched unified bank connection widget for SMB + Enterprise, boosting activation rate by 22%. Then, championed new standalone widget offering, to be embedded in bank portals and ERPs, leading to a \$2M revenue stream.
- **Accounts 2.0:** Based on churn analysis and deep user research (customer interviews and contextual inquiry of 6 enterprises), introduced new account types, custom fields and bank sync rules to halve time to value and reduce churn by 14%.
- **Trovata AI:** Launched first GenAI product on the market for treasury teams (May 2023). Conducted user research to prioritize MVP query types, and defined chat features like SQL query inspection to improve user trust. Raised product-wide WAUs by 8%.

Product Manager | GoSite | San Diego, CA

2021 – 2022

GoSite is a B2B platform helping small businesses (SMBs) to build a business website, message clients, accept bookings, and get paid.

- **Pricing and Monetization:** Led the 0-to-1 launch of GoSite's self-service checkout, free trial, and subscription management user journeys, to drive product-led growth. Generated 11% increase in MRR, while freeing sales team to focus on enterprise deals.
- **Dunning Features:** Revamped card-declined user experience and operations. Recovered \$800K+ in reactivated subscriptions.
- **Sites:** Owned flagship product; launched improved customization and versioning after SMB user feedback to cut churn by 25%.

PROJECTS

Consensus - AI recommendation platform for building group consensus

2024 - 2025

- Used LLM embeddings + vector databases to drive rapid consensus on movies, food, etc. Informed my AI work at KredosAI.

EDUCATION

Carnegie Mellon University | M.S. Technology Management & M.S. Mechanical Engineering | GPA: 4.00

- Coursework: ML & AI, UX Design, Design Thinking, Business Models, Metrics for PMs, Agile Marketing, Entrepreneurial Finance

Purdue University | B.S. Mechanical Engineering | GPA: 3.77

SKILLS

Product Management:

Prioritization, PRD, User Stories, Design Thinking, Technical Writing, Market Research, User Interviews, A/B Testing, Cross-Functional Leadership, GTM & Launch, Agile, Scrum, Kanban

Artificial Intelligence:

LLMs, Embeddings, Recommendation Systems, Multi-Agent Systems, RAG, Vector Search, Prompt Engineering, Training Pipelines, Model Evaluation, Machine Learning, Reinforcement Learning

Software Development:

Python, C/C++, SQL, REST APIs, Git, AWS, System Design, Jupyter, Pandas

Tools:

Prototyping (Claude Code, v0, Figma), Project Management (Jira, Confluence, Notion, Linear), User Research (Gong, Intercom), Data Analysis/ Visualization (Google Analytics, Snowflake, Mixpanel)

Business Operations:

CRM (Salesforce, HubSpot), Billing and Invoices (Stripe, Chargebee), Automations (Zapier, Tray.io)