Luke Profio
MEng, MBA, PMP, CSPO

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Customer-focused **AI/ML Product Manager and Engineer** with a proven track record of building and scaling innovative technical solutions that deliver measurable impact.   With extensive experience in leading the end-to-end product lifecycle, I specialize in leveraging AI/ML, user-centered design, and iterative methods to build high-quality products that align business goals with user needs.   At Komatsu North America, I lead the global planning, integration, and optimization of ServiceNow ITSM, ITOM, and SPM platforms – partnering with AI/ML teams to drive innovation and deliver measurable uptime, cost-reduction, and productivity gains to over 10,000 users globally. Key achievements include developing the roadmap and delivery strategy for UW Health's AI/ML initiative – which automated clinical workflows to reduce costs and clinician burnout while enhancing user experience; leading an AI/ML research initiative for Workday that identified 8 strategic partnerships to reduce costs, mitigate enterprise risk, and enhance the user experience for 70M+ users globally; building and scaling a SaaS eCommerce platform that redefined how creators expand their reach and monetize their artwork through A/B testing, user feedback, and analytics to increase customer retention; co-leading the global development and launch of 2 pharmaceutical products with a $20M+ budget, boosting client market share and improving ophthalmology patient outcomes; and advancing cardiovascular medicine by developing regenerative medicine products in collaboration with a global research team of 18 associates, co-authoring literature cited by 30+ academic and industry organizations including the American Heart Association.   My superpower is translating technical ideas into actionable product requirements, enabling engineering teams to build the right solutions while bringing cross-functional teams along the way, so that we all get smarter.

<div align="center">Artificial Intelligence | Machine Learning | Software Engineering | Product Management | Strategy</div>

Massachusetts Institute of Technology (2025-2026), Chief Technology Officer Professional Program
Stanford University School of Engineering (2024-2025), Artificial Intelligence Professional Program
Carnegie Mellon University, Master of Business Administration (MBA) (2022-2025) in Economics
UT-Austin, Master of Science (MSc) (2024-2026) in Artificial Intelligence, Mathematical Science
UC-Boulder, Master of Engineering (MEng) (2023-2025) in Data Science, Mathematical Science
UW-Madison, Bachelor of Science (BSc) (2016-2019) in Genetics, Biological Science

PROFESSIONAL EXPERIENCE:

AI/ML Product Manager & Engineer
Komatsu North America
2025 – Present
Manage the planning, delivery, and continuous improvement of ServiceNow ITSM, ITOM, and SPM products, partnering with AI/ML teams to deploy enterprise solutions and deliver measurable outcomes for 10,000+ users globally.
- Leading ServiceNow ITOM integrations with SAP/Palantir to expand asset discovery and cut downtime.
- Implementing ServiceNow SPM to streamline intake/approvals, reducing cycle time and improving delivery rates.
- Prioritizing high-value AI/ML use cases (e.g., predictive maintenance), unlocking annual savings.
- Building and maintaining AI/ML infrastructure and MLOps pipelines (data ingestion → deployment), reducing model time-to-production.
- Defining and tracking business-impact metrics (MTTR, adoption, ROI) while ensuring governance, explainability, and compliance.
- Translating prototypes into secure, API-driven services, while researching new methods and running PoCs to keep the org innovative.

AI/ML Researcher
Massachusetts Institute of Technology, Carnegie Mellon University & The University of Texas at Austin
2022 – Present
- Investigating and developing novel algorithms and models to advance machine learning and artificial intelligence theory and applications.
- Designing and running experiments with datasets to evaluate performance, interpret results, and validate hypotheses.
- Publishing and sharing research outcomes through peer-reviewed journals, conferences, and collaborations with the broader scientific community.
- Mentoring and collaborating with students, faculty, and interdisciplinary teams to foster innovation and extend the impact of AI/ML research.

Consulting AI/ML Product Manager
Workday
2024 – 2025
- Contributed to Workday's AI/ML product roadmap by identifying scalable solutions that reduce costs, mitigate
enterprise risk and enhance the user experience for 70M+ users globally.
- Developed a comprehensive market map of relevant AI/ML solutions, identifying 8 high-yield strategic partnerships aligned with Workday's objectives.
- Led a 6-month research initiative in collaboration with design, engineering, and leadership teams to iteratively develop artifacts, gather feedback, and align on prioritization.
- Presented findings to cross-functional stakeholders, enterprise clients, and customers, incorporating feedback to increase visibility and engagement with Workday's initiatives.

Senior AI/ML Product Manager
UW Health Medical System
2023 – 2025
Built and scaled healthcare IT products (Best Buy Health RPM, Apple Health, Epic Systems, Azure OpenAI, UiPath RPA, Stryker, Vocera, MacOS, GenAI, AI/ML) to reduce clinician burnout, costs, enterprise risk, and improve the quality of healthcare.
- Developed and prioritized an AI/ML product roadmap featuring 50+ high yield use cases for Epic's EHR system through user story mapping, OKRs, market research and stakeholder engagement.
- Managed the creation of a quantitative user feedback pipeline in Databricks and analyzed qualitative survey data, enabling faster iterations and enhanced AI/ML tools.
- Launched 3 GenAI products to automate clinical workflows, effectively reducing clinician burnout and enhancing user experience.
- Conducted user interviews and usability studies to drive iterative design improvements, prompt engineering and resolve pain points, increasing user satisfaction scores.
- Mentored team members on AI/ML tools, product management, and PMO best practices (e.g. ServiceNow SPM), boosting team productivity.

Technical Product Manager
CODAworx
2021 – 2023
Built and scaled a SaaS eCommerce platform that connects art buyers and commissioners with creators, redefining how artists expand their reach and monetize their artwork.
- Led the end-to-end design, development, and scaling of the platform with a team of 8+ associates.
- Significantly increased customer retention through targeted outreach and self-service user onboarding and training.

- Optimized transaction efficiency and enhanced user experience by redesigning inventory management systems using A/B testing and user analytics.

Technical Project Manager & Researcher
UW-Madison
2016 – 2021

- Co-led the development of regenerative medicine products aimed at improving the effectiveness and quality of heart disease treatment.
- Co-led a global team of 18 researchers and co-authored a publication cited by 30+ academic and industry organizations including the American Heart Association, advancing cardiovascular medicine, and improving patient outcomes.
- Utilized agile methodologies to enhance the efficiency of cardiac tissue regeneration, paving the way for pre-clinical product development and commercialization.
- Developed data analytics workflows using instrumentation software and programming, reducing processing time while improving data accuracy and quality.

Non-Technical Skills: *Portfolio Management, Program Management, Product Management, Project Management, Communication, User Experience (UX), Competitive Analysis, Product Strategy, Market Research, Product Launch, Product Vision, Cross-Functional Team Leadership, Business Analytics, OKRs, KPIs, Go-to-Market*

Technical Skills: *Python, R, AI/ML, Data Engineering, SQL, APIs, Keras, TensorFlow, PyTorch, NLP, REST Integrations*

Tools: *Jira, Confluence, Tableau, Databricks, Microsoft Azure, Google Cloud, AWS, Figma, Power BI, Tableau*

Volunteering: *U.S. Technology Policy Committee Member at the Association for Computing Machinery; Founder of AI@CMU; Eagle Scout; Volunteer at UW Health; Volunteer at the National Alliance on Mental Illness; Member of the OpenAI Forum*

Certifications: *Certified Scrum Product Owner (CSPO), Project Management Professional (PMP), Agile Certified Practitioner (ACP), Certified Scrum Master (CSM), Carnegie Mellon University Software Engineering Certificate, UW-Madison Regenerative Medicine Certificate*

Awards: *Carnegie Mellon University David A. Tepper Academic Merit Scholarship, UC-Boulder Academic Merit Scholarship, UT-Austin Academic Merit Scholarship, Albert J. & Adelaide E. Riker Academic Merit Scholarship, Sprint Forward Academic Merit Scholarship, William F. Vilas Academic Merit Scholarship, Qualtrics Academic Merit Scholarship, Distinctive Scholastic Achievement, Dean's List, Wisconsin Music Teacher's Association Exemplary Soloist & 1st Place, National Federation of Music Clubs Exemplary Soloist & 1st Place, Milwaukee Music Teacher's Association 1st Place, Wisconsin State Music Association 1st Place*

Organizations: *CMU Tech & Entrepreneurship, Carnegie Mellon University Alumni Association, National Eagle Scout Association, Product @ CMU, Project Management Institute, Scrum Alliance, Wisconsin Alumni Association*

Languages: *English (Native), Italian (Elementary), Latin (Elementary)*

Hobbies: *Biking, Hiking, Reading, Video Games, Travelling*

References and additional information available upon request.