Avni Kapoor

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Technical PM with experience across AI, analytics, and product launches, bridging UX, engineering and business.

EDUCATION

Simon Fraser University — Burnaby, BC
BSc in Cognitive Science and Computer Science (Dean's List, Grace Hopper Scholar) — *Expected Dec 2026*

EXPERIENCE

Software Developer — May 2025 – Present
WorkSafeBC — *Richmond, BC*
- Deployed AI agents (LangChain + Playwright) to simulate real user flows; reduced QA effort by 40%.
- Validated 10+ AI feature ideas (search, tagging) through rapid PoCs and stakeholder feedback.
- Improved document flow visibility for 50+ managers with dashboards across 100+ sites.
- Quantified ROI of automation work to inform roadmap and align cross-functional priorities.

Technical Product Management Intern — Jan 2025 – Apr 2025
WorkSafeBC — *Richmond, BC*
- Led chatbot launch for employer safety queries; improved response time by 80% and satisfaction by 42%.
- Scoped cross-team QA automation; projected 32% less manual testing and 50% better release reliability.
- Defined and aligned MVP with legal, design, and engineering; resolved intent drift through iterative testing.
- Built and presented PoCs using LangChain and tagging logic to assess AI-based feature feasibility.

Data Analyst — Sept 2024 – Dec 2024
CoPilot AI — *Vancouver, BC*
- Conducted cohort and funnel analysis to identify onboarding friction, boosting activation by 15%.
- Built Tableau dashboards using Snowflake to track KPIs across lifecycle stages; reduced manual reporting by 30%.
- Supported churn analysis through usage segmentation and risk modeling.
- Collaborated with PMs to monitor pricing and signup experiments using A/B testing and SQL.

Associate Product Manager Intern — Jan 2024 – Aug 2024
CoPilot AI — *Vancouver, BC*
- Shipped user blocklist feature end-to-end, reducing unwanted interactions by 52% and saving $115K annually.
- Launched AI-based meeting sentiment analysis, increasing core product usage by 26%.
- Delivered Retool-based tool for account tier changes, enabling CS to self-serve and saving $140K in support costs.
- Analyzed user behavior and usage funnels to inform feature rollouts and product strategy.

Web Developer and AI Research Assistant — Nov 2023 – Sept 2024
Rosie Lab, SFU — *Burnaby, BC*
- Built a React-based validation tool integrated with AWS and DynamoDB, automating checks for 3K+ audio files.
- Co-authored publication on ASR validation pipeline [link], and released dataset on Hugging Face [link].
- Improved annotation workflows by aligning model output with human QA heuristics.
- Evaluated Whisper vs Wav2Vec2 model outputs to refine internal tooling and labeling strategies.

PORTFOLIO

Visit avnikapoor.xyz for personal projects, writing samples, product experiments, and expanded work experience.

TECHNICAL SKILLS

Product & Data: A/B Testing, Funnel & Cohort Analysis, Regression, KPI Design, Prioritization (RICE/ICE)
Tools: Figma, Miro, JIRA, Mixpanel, Google Analytics 4, Tableau, Power BI, Retool
Tech Stack: Python, JavaScript/TypeScript, SQL, React, Tailwind, Firebase, Supabase, AWS
AI: OpenAI, Anthropic, LangChain, Hugging Face, FAISS, RAG, Whisper

LEADERSHIP

Editor-in-Chief, Canadian Undergraduate Journal of Cognitive Science | **Co-President**, SFU Blueprint | **President**, Cognitive Science Student Society | **Tech Events Executive**, Women in Computing Science (WiCS)