

# James Flynn

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## SUMMARY

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**Head / Director of Product** with 15+ years building and scaling products across consumer tech, hardware, fintech, AI, speech recognition, biometrics, and privacy. Track record of owning product roadmaps end-to-end, shipping AI-powered tools, driving go-to-market strategy, and navigating global regulatory complexity. Two startup exits. Deep technical fluency (FPGA/ASIC, DSP, hardware engineering) combined with proven strategic and business acumen.

## EXPERIENCE

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**Senior Product Manager** | Google | Cambridge, MA

Apr 2020 – Present

*Privacy & Consent — Google Core*

*Jan 2024 – Present*

- Led AI integration for privacy consent workflows, **reducing parts of consent design process from weeks to minutes** by automating client requirements analysis and generation of compliant, UX- and business-optimized consent designs with detailed decision tracing for human review.
- Built AI-powered consent design prototype generator for global jurisdiction variants, replacing a manual process and defining the product roadmap for scaling across additional regulatory frameworks.
- Owned redesign and synchronized relaunch of the Google DMA consent flow across YouTube, Search, Play, and Google Ads, after supporting negotiation with European Commission (EC) and Italian Consumer Authority (ICA), impacting **~50M users annually** across the EU.
- Drove compliant user onboarding and go-to-market consent campaigns for Google Search, Ads, Maps, YouTube, Play, Wallet, Pixel, and Gemini, managing cross-functional stakeholder alignment across product, legal, policy, and engineering.
- Designed end-to-end self-service process and documentation for client teams, defining OKRs and KPIs to track platform adoption and operational efficiency.

*Speech Recognition — Google Assistant*

*Apr 2020 – Dec 2023*

- Invented and launched a novel false-accept mitigation feature leveraging user behavioral and environmental signals, driving a **>10% reduction in false accept rate**.
- Led product roadmap and expansion of biometric voice ID from a single product (Assistant) to all Google products including Gemini.
- Owned onboarding, privacy, trust, and compliance for biometric voice identification and invocation for **100M+ global users**. Improved Voice Identification enrollment **completion rate by 5%**.
- Drove implementation of EU Age-Appropriate Design Code (AADC) compliance for minors across Google Assistant, meeting regulatory deadline in full compliance.

**Product Development** | IDEO Design | Cambridge, MA

Jan 2019 – Mar 2020

- Conducted market analysis and go-to-market strategy to inform Samsung build/buy decision in home fitness connected hardware market.
- Prototyped an SME-facing electricity use and dynamic pricing product concept for a Fortune 100 energy company, conducting user research and defining product-market fit.

**VP, Digital Banking** | Techcombank | Hanoi, Vietnam

Oct 2016 – Dec 2018

- Led digital transformation for retail banking; established the bank's first cross-functional product team, overcoming significant institutional friction and building agile product development capability from scratch.

- First release under the new team structure **reduced monthly payment platform fees by ~\$100K USD.**
- Defined product roadmap and OKRs for digital banking platform. Improved App Store rating from 3 to 4 stars through user research-informed iteration.

#### **Director, Technology & Product** | Samsung Next | San Francisco, CA Sep 2013 – Sep 2016

- “CEO Founder” of a cross-functional team that invented and developed the hero app for **Samsung Family Hub**, a family coordination app with a large wall-mounted touchscreen, from concept through acquisition by Samsung.
- Owned end-to-end product roadmap, go-to-market strategy, stakeholder management, and KPIs from 0-to-1 through acquisition.
- Upon exit, offered Product Lead position for Samsung America Product Innovation Team (PIT).

#### **Founder** | Extrasensory Devices | Palo Alto, CA Jun 2011 – Sep 2013

- Founded hardware + software startup; shipped multiple products combining mobile apps with hardware accessories. Company acquired.
- First product (photographic light meter accessory and app) raised **\$120K on Kickstarter**, featured on Kickstarter Homepage.

#### **Product Manager** | SparkFactor Design | Palo Alto, CA Jun 2011 – May 2012

- Designed and developed integrated hardware and software products, including PoS interface for robotic pizza truck prototype.

#### **FPGA/ASIC Engineer** | Wideband Semi, Zeiss Meditec | Bay Area, CA Jul 1999 – Jun 2011

- DSP and control logic design for communications and medical device FPGAs and ASICs.
- Three patents.

### **SKILLS**

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**Product:** Product Leadership, Strategy, Roadmap, 0-to-1 Product Validation, Go-to-Market Strategy, Stakeholder Management, OKRs, KPIs, UX, User Research, A/B Testing, Data Analysis

**Technical:** AI Workflow Automation, Speech Recognition, Biometrics, DSP, FPGA/ASIC Design, Digital Signal Processing, Informatics and System Engineering, PCB Layout

**AI/ML Tools:** Claude Skills/Projects, Claude Code, Structured Context Design, Expert Systems, RAG, Gemini AI Studio, n8n, OpenClaw

**Domain:** Privacy & Regulatory Compliance, Cross-Functional Team Leadership, Workflow Optimization, Digital Transformation, Agile Product Development

### **EDUCATION & CERTIFICATIONS**

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**Program for Leadership Development (PLD)** | Harvard Business School Jun 2024 – Jan 2025

**Certified Information Privacy Technologist (CIPT)** | IAPP 2024

**Bachelor of Science (Hons), Physics** | University of Canterbury, New Zealand 1994 – 1998