Kin Hai, MBA, MSc

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PROFESSIONAL SUMMARY

Senior Product Manager who has built 0→1 AI products and led $500M+ enterprise transformations across biotech and fintech, managing cross-functional teams of up to 50. Built and launched a conversational AI platform from concept to closed beta and #1 AIPM ranking; delivered global SAP S/4HANA deployments across regulated manufacturing environments (FDA/EMA); and shipped API products under SOX/PSD2 compliance. Expert in LLM integration, RAG architecture, product roadmap strategy, and turning ambiguity into shipped products at scale.

CORE COMPETENCIES

AI/ML Product Development: LLM Integration (GPT-4) • Conversational AI • RAG Architecture • Prompt Engineering • Voice AI (STT/TTS) • MLOps • AI Product Strategy

Product Management: 0→1 Product Development • Product-Market Fit • User Research & Discovery • Roadmap Prioritization • Cross-Functional Leadership • Agile/Scrum • OKRs

Technical Stack: AWS (Lambda, S3, DynamoDB, API Gateway) • FastAPI • Python • PostgreSQL • OAuth 2.0 • WebSocket • REST APIs • SAP S/4HANA • Atlassian

Platform & Enterprise: API Product Management • Platform Strategy • Enterprise Integration • Regulatory Compliance (SOX, PSD2, FDA) • Global Deployment

PROFESSIONAL EXPERIENCE

Mira – Voice-First AI Assistant

Founding Product Manager   *Jun 2025 – Present*

Led 0→1 development of bootstrapped conversational AI platform (zero external funding), managing cross-functional team of 8 on equity compensation through beta launch while maintaining capital efficiency.

- Awarded #1 ranking in AIPM Accelerator cohort (20+ products) for product strategy and technical execution; recognized as Outstanding Product Leader
- Achieved 70% weekly active usage among 25+ closed beta users through organic growth – zero marketing spend; built 100+ waitlist for iOS/Android public launch (March 2026) via AIPM network, Reddit, LinkedIn, and X
- Architected cost-efficient RAG (Retrieval-Augmented Generation) pipeline and AWS serverless infrastructure (<$500/month operational costs) while maintaining sub-200ms voice response latency
- Led technical product decisions on LLM integration (OpenAI GPT-4), voice synthesis (ElevenLabs), prioritizing capital efficiency and product-market fit validation
- Deployed OAuth 2.0 authentication, WebSocket infrastructure, and multi-calendar integration (Google, iCloud, Outlook) with FastAPI and PostgreSQL backend
- Validated product-market fit within 4 months of beta launch: 25+ active users with 70% weekly retention, 100+ waitlist, and $19/month pricing model — positioning for pre-seed fundraise and March 2026 public launch

Tech Stack: OpenAI GPT-4, ElevenLabs, FastAPI, AWS Lambda/S3/DynamoDB, PostgreSQL, Google APIs, OAuth 2.0

Genentech (Roche)

Senior Product Manager, Supply Chain Platform (Contract)   *2023 – Present*

Owned global product roadmap for SAP S/4HANA + EWM deployment across 5 manufacturing/distribution sites supporting $500M+ annual product throughput, managing cross-functional team of 50 across engineering, operations, and quality in biotech manufacturing with FDA/EMA regulatory requirements.

- Owned product backlog and release roadmap, prioritizing features based on patient impact, drug lifecycle stage, and manufacturing throughput requirements; led cross-site discovery capturing operational requirements and identifying interoperability risks
- Executed emergency roadmap pivot when post-deployment issues halted distribution operations: conducted on-site user research (shadowing warehouse workers, operational data analysis), prioritized critical fixes over planned features, and delivered two-phase solution (immediate stabilization + long-term redesign) within 8 weeks
- Replaced siloed UAT with Day-in-the-Life (DIL) testing framework validating end-to-end user workflows across geographies and functions, reducing post-launch defects by 60%
- Delivered only on-time Go-Live (North America) in global program through disciplined prioritization and cross-functional alignment; established product governance framework enabling technical delivery at enterprise scale

Lumentum

Product Lead, Manufacturing Systems (Contract)   2020 – 2023

Owned global product roadmap for Atlassian platform (Jira/Confluence) and Manufacturing Execution Systems (MES) across 9 manufacturing sites, leading cross-functional team of 10+ through consolidation strategy and manufacturing workflow modernization.

- Inherited delayed Atlassian unification program (2 years in progress); replaced big-bang approach with phased MVP strategy (merge instances, migrate to cloud, enhance features), delivering in 4 months what predecessor estimated at 1+ year
- Published transparent release roadmap with iterative milestones (MVP0-MVP3), earning CEO Alan Lowe Execution & Delivery Excellence Award for strategic delivery and enterprise-wide adoption
- Owned MES product roadmap, leading software/hardware upgrades to enable advanced automation; partnered with principal engineers to redesign silicon/chip recipe structures for MES compatibility, improving manufacturing throughput by 25% and quality metrics by 15%
- Delivered $30M+ cost savings and 80% reduction in equipment downtime through strategic product decisions balancing automation investment with operational risk; reduced deployment timeline from 18 to 7 months by aligning to UK hours for London rollout

Silicon Valley Bank

Senior Product Manager, Core Banking & API Products   2017 – 2019

Led SOX-compliant core banking product initiatives and owned API product strategy for PSD2 regulatory compliance, leading scrum team of 6 and reporting to COO.

- Owned product roadmap for Asset-Based Lending platform launch and Credit Origination Management system, partnering with end users to define business case linking capabilities to revenue growth and risk reduction
- Assumed ownership of SVB API product for PSD2 compliance; collaborated with UK Chief Compliance Officer to define regulator-facing roadmap balancing compliance requirements with technical feasibility; delivered ahead of schedule, avoiding $20M+ in potential penalties
- Directed UX alignment for PSD2 APIs across web and mobile; created regulations playbook mapping product tasks to legal requirements with executive-level reporting to regulators and leadership

ServiceNow

Management Consultant, Global ITSM & Employee Enablement   2019 – 2020

- Recovered at-risk SACM program by prioritizing MVP delivery, launching live asset/config dashboard tracking 10,000+ service assets and utilization status, meeting executive needs while buying time for full scope implementation
- Drove global Box to OneDrive migration for 26,000+ employees with minimal disruption through phased rollout and targeted training; team recognized as CIO Award runner-up

ADDITIONAL PROJECTS

Bytesize: Bootstrapped mobile app condensing long-form content into audio-first summaries; dual-sided value proposition delivering personalized content discovery for consumers and engagement analytics with traffic attribution for creators; pre-seed stage with paid subscription model | https://video-summarizer.replit.app/

AI PM Interviewer: Defined GTM strategy for AI interview prep platform through competitive analysis and user research; executed LinkedIn content strategy driving 500+ waitlist signups in first 60 days (Part-time, Jun 2025 – Present) | https://www.pmaccelerator.io

EDUCATION & CERTIFICATIONS

No Code AI and Machine Learning: Building Data Science Solutions   *2025*
Massachusetts Institute of Technology (MIT) Professional Education
80-hour program covering Computer Vision, NLP, and Machine Learning; projects include restaurant review sentiment analysis, hotel booking prediction (85%+ accuracy), and edge AI fruit classifier (<100ms inference)

Certified AI Product Manager (CAIPM)   *2025*
PM Accelerator | Dr. Nancy Li
Rigorous AI product management certification program; awarded Outstanding Product Leader recognition and ranked #1 among cohort participants

Master of Business Administration (MBA) – Big Data & Business Analytics   *2024 – 2025*
Master of Science (MSc) – Big Data & Machine Learning   *2024 – 2025*
Universidad Isabel I