Kin Hai

(669) 350-4814 · kinhai@outlook.com · linkedin.com/in/kinhai · kinhai-collab.github.io/portfolio · San Jose, CA

I've built a voice-first AI assistant from scratch and rescued a $200M program that a global team couldn't deliver on time. That combination of 0→1 AI product ownership and high-stakes enterprise execution is rare, and it's what I bring to every role. Across FDA-regulated biotech, PSD2-compliant fintech, and global manufacturing, I've been the PM brought in when the stakes were too high to fail. Technical enough to make real AI architecture tradeoffs. Experienced enough to know when the roadmap needs to change before the crisis hits.

CEO Award – Lumentum	$30M+ Manufacturing Savings	82% User Adoption in 30 Days

SKILLS & TOOLS

- Agentic AI Design
- LLM Integration (GPT-4, Claude)
- RAG Architecture
- Human-in-the-Loop Design
- Voice AI (STT/TTS)
- Prompt Engineering

- 0→1 Product Development
- Roadmap Strategy
- A/B Testing & Experimentation
- Cross-Functional Leadership
- AWS Lambda, S3, DynamoDB
- FastAPI · Python · PostgreSQL · OAuth 2.0
- SAP S/4HANA · PSD2 · SOX · FDA/GxP

EMPLOYMENT

Mira – Voice-First AI Assistant, San Jose, CA
Jun 2025 – Present

Founding Product Manager

Voice-first agentic AI assistant for email and calendar management. Full product ownership: 0→1 launch to web, scaling to mobile (March 2026). Freemium model: 1-month free trial, $14.99 standard tier, $24.99 unlimited tier.

- **AI Product Design & ML Partnership:** Designed task execution framework using RAG pipelines and GPT-4 function calling, routing voice input to intent-classified agents with confidence thresholds and fallback logic. Partnered with in-house data scientist to define a two-layer accuracy benchmark — 95%+ transcription accuracy and 95%+ intent recognition accuracy under real-world conditions including background noise — translating product requirements into model training targets and co-defining data ingestion schema for in-house model development.
- **Product Judgment – Trust & Accuracy:** Defined agent guardrails for high-stakes voice interactions: escalation logic (when to act vs. ask), user confirmation flows, and explainability cues. Made deliberate model tradeoffs balancing accuracy, latency, and cost—informed by internal testing against defined accuracy thresholds.
- **GTM, Discovery & Recognition:** Conducted customer persona interviews with realtors and working parents to validate and prioritize features; competitive analysis across FAANG voice assistants and emerging AI productivity startups informed product differentiation. Ranked #1 in AIPM Accelerator cohort (20+ products); awarded Outstanding Product Leader by Dr. Nancy Li. Built 200+ person organic waitlist ahead of iOS/Android public launch (March 2026).

Stack: OpenAI GPT-4 • ElevenLabs • FastAPI • AWS Lambda/S3/DynamoDB • PostgreSQL • Google/iCloud/Outlook APIs • OAuth 2.0

Genentech (Roche), San Francisco, CA
2023 – Dec 2025

Sr. PM, Supply Chain Platform (Contract)

End-to-end product ownership of North American supply chain platform serving FDA-regulated biotech drug distribution — where operational failures cost up to $10M per day.

- **Crisis Recovery & KPI Ownership:** Defined success criteria for crisis recovery — 95%+ on-time outbound delivery for parcels, 100% for truck shipments, 100% DSCSA compliance — then drove the roadmap to hit all three. Conducted on-site user research (warehouse shadowing, operational data analysis) and comparative prototype testing to validate solutions before build; delivered two-phase fix in 8 weeks restoring 100% operational continuity.
- **AI-Ready Infrastructure & Process Innovation:** Redesigned pick/pack/ship workflows — automating manual scanning processes and implementing expanded data capture architecture to future-proof operations for AI; designed training data schema for a planned model to proactively optimize warehouse pick lists based on learned worker patterns. Achieved 100% DSCSA compliance as direct result. Replaced siloed UAT with Day-in-the-Life (DIL) testing framework — reducing post-launch defects by 60%, adopted across 5 US sites and 15 teams, ratified as company-wide standard.
- **Stakeholder Alignment & Execution:** Challenged the global program's failing process directly, redesigned it, and secured cross-business-unit buy-in through structured negotiation — building the trust that made North America the only on-time Go-Live in the global $500M+ SAP S/4HANA + EWM program. Received CEO recognition for product leadership and crisis management.

Lumentum, San Jose, CA   2020 – 2023
Product Lead, Manufacturing Platform (Contract)
Product ownership for global manufacturing intelligence platform — consolidating operations across 9 sites. Scope expanded proactively to include MES integration and equipment automation, driving $30M+ in cost savings.
- **MVP Strategy, Discovery & Launch:** Conducted in-person user research with factory workers to identify automation opportunities across fabrication machinery; translated findings into phased MVP strategy (MVP0–MVP3). Replaced 2-year stalled big-bang program, delivering across 9 global manufacturing sites in 4 months. Drove 82% adoption in 30 days through structured UAT, specialized early-adopter training, and post-launch command stations — zero production incidents.
- **Business Impact:** $30M+ in cost savings and 80% reduction in equipment downtime driven by strategic product decisions: consolidating 3 legacy MES systems into a unified platform eliminated redundant licensing and reduced operator error rates. Managed $20M program budget across 4 years. Equipment automation included SECS/GEM and file-based integrations connecting fabrication machinery to MES for real-time production data capture.
- **Recognition:** Received CEO Alan Lowe Execution & Delivery Excellence Award for strategic delivery and enterprise-wide adoption.

ServiceNow, Santa Clara, CA   2019 – 2020
Management Consultant, Global ITSM & Employee Enablement
Product portfolio spanning employee enablement and IT service management — led SACM program recovery using MVP strategy and managed global infrastructure initiatives across 5 international offices.
- **Program Recovery – CIO Award Runner-Up:** Pivoted at-risk SACM program to MVP delivery, launching a live asset/configuration dashboard tracking 10,000+ service assets while preserving scope for full implementation—team recognized as CIO Award runner-up.

Silicon Valley Bank, San Francisco, CA   2017 – 2019
Sr. PM, Core Banking & API Products
API product ownership for PSD2 open banking compliance platform — enabling third-party fintech integrations and avoiding $20M+ in regulatory penalties.
- **Regulatory PM & Executive Influence:** Partnered directly with COO and Chief Compliance Officer to define PSD2 roadmap — pushing back on aggressive milestones with structured mitigation strategies that protected delivery without sacrificing compliance. Delivered 6 months ahead of deadline, avoiding $20M+ in regulatory penalties.
- **Consumer Impact & Growth:** PSD2 APIs powered consumer-facing open banking experiences across partner institutions. Increased external partner API adoption by 35% within 3 months through UX alignment across web and mobile; used adoption funnel data to identify drop-off points and prioritize the next-quarter API roadmap.
- **Platform Strategy & Compliance Architecture:** Built a regulatory traceability playbook mapping every PSD2 requirement to specific engineering tasks — enabling compliance verification at the feature level. Defined API versioning and deprecation strategy for 40+ partner integrations; partnered with engineering to establish SLA commitments and error-rate thresholds that became standard for all SVB external APIs.

EDUCATION & CERTIFICATIONS
MIT No Code, AI&ML graduate certificate — *Building Data Science Solutions*   2025
Computer Vision, NLP, and Machine Learning. Projects: sentiment analysis, hotel booking prediction (85%+ accuracy), edge AI classifier (<100ms inference). 'No Code' refers to teaching methodology—applied in production at Mira (RAG, GPT-4, AWS Lambda).
Certified AIPM | Dr. Nancy Li AIPM accelerator   2025
Ranked #1 among cohort (20+ products); awarded Outstanding Product Leader recognition.
MBA - Universidad Isabel I, Spain – *Big Data & Business Analytics*   2025
US equivalent evaluated by Validential Corp. (AACRAO guidelines). Completed while working full-time.

PROJECTS & MISSION
ImBranding — *AI-powered brand voice & social media content agent (Claude, Grok)*   2026
Live product with freemium pricing — kinhai-collab.github.io/imbranding
ByteSize — *AI-powered YouTube summarization; hours of video into 2-min summaries with audio narration (Claude, TypeScript)*   2026
kinhai-collab.github.io/bytesize-landing

> *"I'm drawn to AI products where reliability isn't optional — where getting it right means supply chains flow, patients get medication, and financial systems stay compliant. That's the standard I build to."*