Miguel Taveras

San Jose, CA | (973) 229-7758 | mtaveras.jr@gmail.com | www.linkedin.com/in/taverasmiguel | migtav.com

Senior Program Manager specializing in delivering large-scale, innovative technology projects. I've successfully led cross-functional teams through complex deployments and optimizations of Large Language Models (LLMs), directly supporting products used by over one billion people worldwide. My background includes managing AI infrastructure and enhancing platform efficiency, backed by a strong interpersonal foundation built from over six years of direct customer service, where I completed more than 15,000 technical appointments. I'm committed to creating impactful solutions that improve scalability, performance, and user experience.

Core Competencies:

Cross-Functional Program Leadership	Agile & Waterfall Methodologies
Product Lifecycle Management	Infrastructure and Platform Optimization
Strategic Roadmap Planning	Stakeholder Communication & Collaboration

WORK EXPERIENCE

Sr Program Manager, LLM Platform Accuracy & Performance Apple / *Cupertino, CA*   Feb 2024 - Present
- *Generative Siri:* Led integration of ChatGPT capabilities with Siri, launched in iOS 18.2, improving user conversational understanding and increasing task completion & satisfaction metrics, significantly enhancing the user experience.
- *Conversational Siri:* Launched a more understanding Siri with an on-device language model designed to precisely route and rewrite Siri requests to specific fine-tuned LLMs, including ChatGPT. This improved the accuracy and helpfulness of ~10% of responses in the United States, including double-digit increases in task completion.
- *Private Cloud Compute:* Delivered secure and efficient server-side infrastructure for generative AI-driven Siri features, enhancing privacy and system performance with Private Cloud Compute. Enhanced user privacy and processing efficiency, protecting user data for the Apple Intelligence release in iOS 18.1 and macOS Sequoia 15.2.

Program Manager, Siri & Search Apple / *Seattle, WA*   Jan 2021 - Feb 2024
- *Metric-Driven Enhancement:* Led a +30% increase in Siri engagement metrics using reinforcement learning through human feedback to prompt users to try their request again when hesitation, stuttering, or cut-off occurred. Resulted in millions of better responses week over week for user requests.
- *Innovative Product Launches:* Launched more than 15 new Siri experiences, most notably Siri Health on watchOS 10.2 and iOS 17.2. Integrating Siri into the Health app gave users easier access to their Health data with their voice (*Try: Siri, how many steps did I take today?*). Drove cross-functional collaboration with engineering, data science, and marketing teams to enable on-device processing of over 20 health data types, enhancing user privacy and convenience (NewsRoom).
- *Cost Savings:* Navigated a technically complex vendor deprecation, accelerating response times for millions of requests while saving the company millions in 3P operational costs and expanding English-only services to all Siri languages.
- *Customer Service*: Over 15K appointments have been completed at Apple Retail In New Jersey, NYC, Connecticut, & Texas since 2015.

Program Manager Intern, NASA Ames Research Center / *Mountain View, CA (Remote)*   Jan 2021 - May 2021
- *Innovative Problem Solving:* Delivered a delivery-time simulation for manufacturing autonomous driving and flying vehicles at scale for NASA's Vertical Lift Technology Project with cross-functional collaboration and innovative problem-solving.
- *Risk Mitigation:* Prototyped an anomaly detection tool for predicting critical component delivery failures, enhancing operational efficiency and reliability in drone deployment for Navy Seals' missions.

Instructional Designer, Strategic Ascent / *Houston, TX*   Jan 2019 - Jan 2021
- *Learning & Development Efficiency and Cost Savings:* Designed virtual and facilitated training curriculums for entry-level engineers, cutting onboarding time to chargeability by 17% and profiting quicker from new hires.
- *Risk Mitigation:* Executed organizational employee compliance assessments, resulting in tailored curricula and substantial $XM government compliance cost savings for clients.

EDUCATION

University Of Houston / Houston, TX / M.S Management Information Systems, 2022
University Of Houston / Houston, TX / B.S Human Resource Development, 2020