

Miguel Taveras

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Senior Product Manager with extensive experience driving innovative AI products, enhancing user experiences, and delivering measurable business outcomes. Combining over six years of frontline customer service experience across 15,000+ appointments with deep technical expertise in AI/ML, infrastructure, and platform development. Proven ability to translate market insights into successful product strategies, leading cross-functional teams to launch high-impact solutions.

Core Competencies:

Product Vision & Strategy	Agile Product Management
User Experience & Customer Focus	Cross-Functional Team Leadership
Market & Competitive Analysis	Roadmap Development & Execution

WORK EXPERIENCE

Sr Technical Product Manager, AIML End User Products [Apple](#) / [Cupertino, CA](#) Feb 2024 - Present

- *Generative Siri:* Defined and executed product strategies for [ChatGPT capabilities into 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 robust Siri with an on-device language model designed to rewrite and precisely route Siri requests to specific fine-tuned LLMs and ChatGPT. This [improved the accuracy and helpfulness](#) of 10% of responses in the United States, including double-digit increases in user 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.

Product Manager, Siri & Search [Apple](#) / [Seattle, WA](#) Jan 2021 - Feb 2024

- *Metric-Driven Enhancement:* Led a +30% absolute increase in Siri engagement metrics using cutting-edge semantic understanding to prompt users to try their request again when predicted hesitation, stuttering, or cut-off occurred. Resulted in millions of better responses to weekly 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 XM # of requests while saving the company \$XM 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