

ANNA MARO

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AI PRODUCT MANAGER | CONVERSATIONAL AI & INTELLIGENT AUTOMATION

11+ years designing multi-agent conversation systems and shipping LLM-powered products at scale. I architect intelligent routing flows that handle ambiguous inputs, classify intent, and gracefully hand off to humans when needed. Expert in prompt engineering, testing frameworks, and conversation design—bridging the gap between "technically impressive" and "actually useful" while maintaining sophisticated systems that feel effortless to use.

TECHNICAL EXPERTISE

AI/ML: LLMs, Prompt Engineering, RAG, Multi-Agent Systems, Voice AI, NLP, ASR/TTS, Model Evaluation

Tools: Linear, Jira, Figma, Vellum, Retell AI, Looker, Amplitude, SQL, A/B Testing, Tableau

EXPERIENCE

Rely Health — AI Product Manager / AI Content Engineer | April 2025 – Present | Chicago, IL

- Designed and shipped 4 bilingual conversational AI systems processing thousands of daily interactions: after-hours triage with 9-category urgency assessment and warm transfer; multi-department phone tree with fuzzy name matching (30+ phonetic variations); outbound appointment confirmation with barrier identification; regional receptionist with emergency detection
- Architected multi-agent flows with 15+ routing nodes, 25+ edge conditions, and graceful fallback hierarchies; built automated testing framework with 75+ simulation test cases
- Improved conversion rate 28% (17%→45%) through conversation optimization and prompt tuning; reduced resolution time from 8.2 to 4.7 min, saving \$140K annually
- Implemented RAG pipeline, improving response relevance 42% and reducing escalations 30%

Augmedix — Product Manager, Generative AI | March 2024 – March 2025 | San Francisco, CA

- Delivered AI documentation solution for \$300M client, reducing physician documentation time 33% (2.1→1.4 hrs/shift), processing 10K+ monthly encounters
- Achieved 93% accuracy (F1 score) in clinical note generation via multi-stage GPT-4 prompting with RAG and few-shot learning
- Increased physician satisfaction 25% (3.2→4.0/5) through feedback cycles with 100+ clinicians
- Led cross-functional team of 6 to ship 2 weeks ahead of deadline; owned strategy, roadmap, prompt engineering, and deployment

Volley — Lead Product Manager, Voice AI | August 2022 – June 2023 | San Francisco, CA

- Grew weekly retention from 0.3% to 2.5% (733% increase) by redesigning onboarding for Alexa voice games (500K MAU)
- Decreased session abandonment from 68% to 41% via progressive difficulty algorithms and feedback loops
- Reduced voice recognition errors 37% through conversation design and ASR optimization

- Increased feature adoption 45%, leading conversation design for 12 voice-first micro-interactions

Sony Music Entertainment — Senior Product Manager, B2B Platforms | Dec 2018 – Sept 2022 | New York, NY

- Scaled B2B platform to 2,000+ users enabling \$50M+ annual licensing revenue tracking
- Built analytics dashboard processing 2M+ monthly transactions, informing \$20M+ strategic decisions
- Delivered 100% on-time releases over 18 months tied to contractual deadlines
- Owned product strategy and roadmap for business-critical platform

EDUCATION

Master's in Linguistics | Bachelor's in Marketing & Operations | Certificate in Marketing

PRODUCT PHILOSOPHY

User-Focused: I build for the person on the other end of the conversation, not the demo. Fast execution matters, but only if it actually works when real people use it.

Quality at Speed: I believe in iterative excellence: get it out, learn fast, make it better.

Accessible by Design: AI should feel effortless to use, regardless of technical literacy. I design systems that handle complexity under the hood so users don't have to think about it.

Action-Oriented: I don't wait for perfect information. I ship, measure, iterate. The best product decisions come from what users do, not what they say in a meeting.