

ANNA MARO

Chicago, IL / San Francisco, CA

Email: anna.maro.dm@gmail.com | Phone: +1 (628) 233-9072 | LinkedIn: linkedin.com/in/annamaro

AI PRODUCT LEADER | 11+ Years Building LLM-Powered Systems at Scale

Track record launching generative AI products from 0, achieving 93% model accuracy and serving 500K+ users. Expert in prompt engineering, voice AI, and cross-functional leadership with proven ability to ship fast while maintaining quality in high-risk domains. Skilled at bridging technical complexity with business impact across entertainment, consumer tech, and healthcare.

TECHNICAL EXPERTISE

AI/ML: LLMs, Prompt Engineering, RAG, ASR, NLP, Voice UX, Model Evaluation

Data & Analytics: SQL, A/B Testing, Amplitude, Tableau, Statistical Analysis

Product Tools: Linear, Jira, Figma, Vellum, Looker, Monday

Leadership: Cross-functional Strategy, Products, OKR Design, Agile/Scrum, Stakeholder Management

EXPERIENCE

Rely Health — Product Manager / AI Content Engineer

2025 – Present | Chicago, IL / San Francisco, CA

- Increased virtual agent conversion rate by 28% to 45% by implementing multi-turn conversation strategies across voice and chat experiences serving 150K+ monthly users
- Improved agent response relevance by 42% through integration of user research insights with iterative prompt tuning and RAG implementation, reducing customer escalations by 30%
- Decreased average resolution time from 8.2 to 4.7 minutes by optimizing conversational flows, saving \$140K annually in operational costs

Augmedix — Product Manager, Generative AI

2024 – 2025 | San Francisco, CA

- Delivered generative AI medical documentation solution for \$300M emergency care client, improving documentation efficiency by 35% and reducing physician documentation time from 2.1 to 1.4 hours per shift
- Achieved 93% accuracy (F1 score) in clinical note generation by designing multi-stage prompting pipelines using GPT-4 with RAG and few-shot learning, processing 10K+ patient encounters monthly
- Increased physician satisfaction scores by 25% (from 3.2 to 4.0/5) by conducting iterative feedback cycles with 100+ clinicians and implementing tone/formatting improvements
- Led cross-functional team of 6 (3 engineers, 2 ML researchers, 1 clinical advisor) to ship product 2 weeks ahead of contractual deadline

Volley — Product Manager, Voice AI

2022 – 2023 | San Francisco, CA

- Grew weekly active user retention from 0.3% to 2.5% (733% increase) by redesigning onboarding flow and micro-interactions for Alexa voice-to-text games reaching 500K MAU
- Increased feature adoption by 45% by leading conversation design and wireframing for 12 voice-first micro-interactions in collaboration with UX team
- Decreased session abandonment rate from 68% to 41% by implementing progressive difficulty algorithms and real-time user feedback loops; reduced voice recognition errors by 37%

Sony Music Entertainment — Sr. Product Manager, B2B Platforms

2018 – 2022 | New York, NY

- Scaled internal B2B platform to serve 2,000+ users, enabling \$50M+ in annual licensing revenue tracking
- Delivered 100% on-time feature releases tied to contractual and label partner deadlines over 18-month period by implementing Agile ceremonies and stakeholder alignment protocols
- Built analytics dashboard processing 2M+ monthly transactions, providing real-time insights that informed \$20M+ in strategic licensing decisions

Techery LLC Consulting — Product & Operations Lead

2015 – 2018 | Los Angeles, CA / Kyiv, Ukraine

- Managed portfolio of 4 cross-platform client products (B2B, B2C, mobile) with combined budget of \$2M+, delivering all projects within 10% of budget and timeline
- Reduced client churn from 25% to 8% by implementing structured feedback loops and quarterly business reviews with C-level stakeholders
- Improved team delivery velocity by 35% by owning hiring processes and cross-functional coordination for distributed team of 15 across 3 time zones

Noosphere Ventures — Sr. R&D Manager

2013 – 2015 | Menlo Park, CA / Kyiv, Ukraine

- Scoped and led R&D initiatives for 6 early-stage tech investments
- Accelerated POC development by 40% by defining clear technical requirements and partnering with engineering teams on platform architecture specs
- Maintained research documentation and compliance protocols for portfolio companies navigating regulatory requirements across 12 jurisdictions

EDUCATION**Master's in Linguistics****B.A. in Marketing & Operations (Joint Major)****Certificate in Marketing**