



Karson M. Miller

Product Leader specialized in SaaS,
Mobile Apps, and NLU technologies.

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Education

Bachelor of Science in Electrical Engineering | Georgia Institute of Technology
August 2009 - August 2012

Experience

[Polly.io] Head of Product | San Francisco, CA | Apr 2019 - Oct 2021

Created a first of its kind realtime secondary market platform for home loans. Built a 3 sided loan exchange to facilitate the aftermarket sale for billions of dollars of mortgages with participation of 95% of major US banks and mortgage buyers. Managed and scaled a team of Product Managers, UX Designers, Eng Managers and Fullstack Developers through multiple rounds of funding and the mvp releases of 4 unique products on a single saas platform.

[Salesforce] Director of Product | San Francisco, CA | Apr 2016 - Apr 2019

Created one of Salesforces' flagship AI & Automation products from POC to MVP and then multilingual GA. Managed 6 scrum teams (Core, Builder, Integrations, Runtime, Analytics, Data Science) creating scalable realtime deep learning NLU Chatbot systems with enterprise grade UX and APIs.

[RealmDb] Senior Product Manager | San Francisco, CA | Dec 2015 - Apr 2016

Y Combinator S11 | Exited - Bought by MongoDB, Inc.

Managed teams for Cocoa (iOS, OSX, WatchOS, TVOS), Java, ReactNative, Xamarin, and C++ releases. Realm is a mobile database that optimizes the developer experience by replacing ORMs and SQLite with a open source native library that uses far less memory, disk space, and battery life.

[Jobr] Senior Product Manager | San Francisco, CA | Jan 2015 - Dec 2015

Exited - Bought by Monster.com

Managed 2 mobile apps and releases on Android and iOS. Created a machine learning recommendation engine for a Go lang backend to maximize relevance and per user profitability. Featured on the iOS App Store front page and top 5 business apps.

[Microsoft] Program Manager | Redmond, WA | Sep 2012 - Jan 2015

Managed cross app product feature teams for the initial release of Microsoft Office for iPad and iPhone. Supported the ongoing development of Microsoft Office for iPad, iPhone, Mac, and Microsoft OneNote for iOS and Mac. Created a company wide iOS Dogfooding program supporting ~100K employees and 50+ Apps made at Microsoft as a 20% project.

[Cisco] Systems Engineer | San Jose, CA | May 2010 - Aug 2011

Worked on wireless lan controllers and security research for intrusion detection system integration in the Wireless Networking Business Unit.

[Self Employed] Security Auditor & Network Consultant | New York, NY | 2007 - 2009

Performed standard penetration tests and gave security advisement for small businesses. Additionally setup and serviced switches and servers for small businesses in the Greater New York area.

[Pace University] Computer Vision Researcher | New York, NY | 2006 - 2007

Worked on a minimalistic computer vision program at Pace University Robotics Laboratory under the direction of Professor Paul Benjamin.

[GNPD] Lighting Director | Great Neck, NY | 2007 - 2009

Designed and setup lights and wiring, programmed and ran a lighting control boards at Great Neck Park District's Steppingstone Waterside Theater. Featured such performances as Peter Duchin and Orchestra, Marilyn Michaels and Sha Na Na.

[GNPD] Stage Crew | Great Neck, NY | 2006 - 2007

Setup audio equipment at Great Neck Park District's Steppingstone Waterside Theater.

Past Jobs | 2006 - 2008

Research, Awards, and Patents

US Patent - US11010558B2 | San Francisco, CA | 2021

Temporary slots for storing chat data

US Patent - US10885079B2 | San Francisco, CA | 2021

Voice-activated events management system

Award - Department of Defense SMART Scholarship | Atlanta, GA | 2010 - 2011

SMART scholars receive full tuition, annual stipends, and guaranteed employment.

Research - Automated Wired Equivalent Privacy and RC4 Encryption Protection Through 802.11

Wireless Packet Injection | Great Neck, NY | 2008 - 2009

-2nd Place, ISEF, Electrical Engineering | International Science and Engineering Fair Reno, NV

-1st Place and Best in Category, LISEF, Electrical Engineering | Long Island Science Fair

-Finalist, JSHA National Competition | Junior Science and Humanities Symposia

-Club Scholarship Award | Georgia Tech Alumni Association

Research - Rapid Generic Object Recognition Through Virtual Environment Mesh Comparison | Great Neck, NY | 2007-2008

-United States Air Force | Certificate of Achievement

-Intel Corporation | Award for Excellence in Computer Science

Skillset

Programming Languages

C/C++, Swift, Objective-C, Java
(Android), Go, Python, Matlab, Basic,
Bash Scripting, Git, Jira

System Experience

AWS, Azure, Windows, Linux,
IOS(Cisco), Android, Apple iOS and
OSX

Data Science

Deep Learning NLU, Machine
Learning, Product Analytics, Model
Transparency

UX & Design

Figma, Sketch, Conversational
Interfaces, User Testing, Rapid
Prototyping