



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

Experience

[Google] Product Architect | Mountain View, CA | Apr 2022 - Mar 2024

- Led a zero to one effort, spearheading the development of Google Search Labs across Android, iOS, and Chrome desktop platforms, focusing on enhancing the user experience and integrating never-before-released cutting-edge AI features.
- Played a key role in evolving the Google Search app on iOS, introducing user-centric enhancements, and leading the development of the Search Generative Experience (SGE), Gemini, and other AI features within Google Search Labs, enabling users to access Google's latest AI capabilities and delivering innovative and intuitive search experiences.
- Drove the architectural evolution of the Google Search app focused on seamlessly integrating ongoing search improvements at the company, tailoring them for success on the iOS platform to ensure users could access the latest advancements in search technology. This effort resulted in a significant increase in DAU as well as improvements in other key metrics like app store rating and cross-platform metrics.

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

- Led the creation of Polly.io, an innovative end-to-end capital markets ecosystem trusted by lenders to optimize performance from rate lock to loan sale and delivery.
- Developed a first-of-its-kind real-time secondary market platform for home loans, facilitating the aftermarket sale of billions of dollars in mortgages with participation from 95% of major US banks and mortgage buyers.
- Led and scaled a diverse team of Product Managers, UX Designers, Engineering Managers and Full Stack Developers through multiple funding rounds and the MVP releases of 4 unique products on a single SaaS platform.

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

- Spearheaded development of a flagship AI & Automation product, leading it from proof of concept to multilingual GA release, significantly expanding Salesforce's AI offerings
- Led 6 scrum teams to deliver enterprise-grade, scalable NLU chatbot systems powered by deep learning models, business' reduced customer service costs by 30% and enabling efficient support operations at scale
- Delivered Einstein Bots, a groundbreaking product that empowered businesses to automate customer interactions, resulting in substantial improvements in customer service efficiency
- Drove Big Data initiatives within the IoT Cloud, enabling Salesforce customers to gain actionable insights from massive volumes of IoT data, opening up new revenue streams

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

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

- Managed product development teams for Realm, an open-source mobile database that optimizes developer experience by replacing ORMs and SQLite. Realm uses less memory, disk space, and battery life compared to traditional mobile databases.
- Oversaw releases for Cocoa (iOS, OSX, WatchOS, TVOS), Java, React Native, Xamarin, and C++ SDKs.

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

Exited - Bought by Monster.com

- Managed product development for 2 mobile apps on Android and iOS platforms after company was acquired by Monster.com
- Designed and implemented a machine learning recommendation engine for a Go backend to optimize relevance and per-user profitability
- Successfully launched apps, resulting in features on the iOS App Store front page and top 5 business app rankings

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

- Managed cross-functional feature teams for the initial release of Microsoft Office for iPad and iPhone
- Led ongoing development of Microsoft Office for iPad, iPhone, Mac, and Microsoft OneNote for iOS and Mac
- Established a company-wide iOS beta testing program supporting over 100,000 employees and 50+ apps as a 20% project

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

- Developed wireless LAN controllers and conducted security research for intrusion detection system integration within the Wireless Networking Business Unit
- Collaborated with cross-functional teams to enhance network security solutions and optimize wireless network performance
- Contributed to the development and testing of cutting-edge wireless technologies and security protocols

Early Career | New York, NY | 2005 - 2009

- Lighting Director at Great Neck Park District | 2007-2009
- Security Auditor & Network Consultant | Self-employed, 2007-2009
- Computer Vision Researcher at Pace University Robotics Laboratory | 2006-2007

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

Patents

US11734752B2 | 2022 |
Polly.io
System and method for a
loan trading exchange

US11010558B2 | 2021 |
Salesforce
Temporary slots for storing
chat data

US10885079B2 | 2021 |
Salesforce
Voice-activated events
management system