

Nisha R. Iyer

Washington, D.C.
Nriyer25@gmail.com • (240) 277-7425

Highly skilled product leader with deep AI and data science expertise. Proven success driving AI transformation, product strategy, and execution across both startups and enterprises. Known for building from 0→1, leading AI-first initiatives, and delivering measurable business outcomes. Maintains expertise in the following areas:

- Data Science: AI/Deep Learning, Statistical Modeling, Machine Learning, Natural Language Processing, Forecasting/Time Series Regression, Visualization, Data Warehousing, Agile Methodology: DevOps, MLOps
- Leadership: Team building, Adaptability, Trustworthiness, Creative Problem-Solving, Organizational Effectiveness, Change Management, Stakeholder Relations, Client Relationship Management

Professional Experience

Atlassian, Head of AI, Customer Support (CSS) Feb 2023 - Present

- Led \$50M+ in cost savings over two years by building and deploying AI solutions across customer support operations—transforming CSS into an AI-first, data-driven organization.
- Led CSS to act as Customer Zero for product teams, both dogfooding product concepts as well as productizing our AI components and systems
- Defined and executed the AI strategy for support, introducing multi-agentic workflows across triage, escalation, and knowledge operations.
- Filed two patents: one for an AI Knowledge Management System and another for a Dynamic Clarifying Questions Algorithm.
- Led the design and implementation of all core AI tooling for CSS, including auto-triage, L2/L3 agent assist, and knowledge surfacing.
- Overhauled a 20-year-old knowledge management practice—reducing work hours by 11% and costs by \$4M.
- Built strong cross-functional alignment across Support, Engineering, and Product—guiding product development through product signals.
- Spearheaded development of a new stealth product within Atlassian, serving as AI SME and strategic product lead.
- Championed shift from human-centric triage to agent-augmented support systems.

CoNote, San Diego, CA, Cofounder and CTO Jan 2023 - Jan 2024

- Took CoNote from 0 to 1—ideated, founded, and launched an AI-powered research insight platform with over 200 active users.
- Owned both technical and product leadership: defined the vision, built the MVP, and led day-to-day execution.
- Developed a platform transforming user interviews into structured insights—positioning CoNote as a category-creating player in research ops.
- Acted as both CTO and interim CPO—managing roadmap, development, and cross-functional teams.
- Helped secure pre-seed investment through direct involvement in fundraising, investor pitches, and GTM execution.
- Transitioned to Technical Advisor after launch to provide ongoing strategic guidance.

Data Society, Washington, DC, *SVP of Engineering, Product and AI/ML* August 2017 – Jan 2023

- Built and led cross-functional teams of engineers, designers, product managers, and data scientists to deliver AI-powered SaaS products from concept to launch.
- Designed internal systems and frameworks that scaled product development dramatically—reducing production timelines from 3–4 months to just 15 minutes.
- Acted as a key thought leader on the executive team, driving product vision shifts—including evolving the company’s model from technical services to an AI-native SaaS platform.
- Defined and operationalized the mission and vision alongside co-founders, ensuring alignment across product, engineering, and leadership functions.
- Led product development from 0→1 as acting Product Owner—building iterative versions of a scalable SaaS product and driving towards full v1 deployment.
- Architected and built the **meldR Engine**, an AI platform capable of dynamically generating customized training content from client datasets.
- Led development of **CAFÉ**, an AI-powered semantic search engine for the U.S. Air Force, successfully presenting to top defense leadership including General Van Ovost (4-star general).
- Built and scaled both domestic and offshore technical teams from grassroots hiring, creating a strong, high-retention, high-impact team culture before formal HR structures were in place.
- Established team structures and career pathways to develop future leaders within engineering and product.
- Built and delivered technical education content in R, Python, and Scala for federal and commercial clients while maintaining hands-on coding expertise in production environments.

Discovery Communications, Washington, DC, *Manager Data Science & Strategy* January 2016 – August 2017

- Collaborate with data engineers, product managers and c-suite to optimize conversion on digital platforms
- Identified opportunity to improve visitor experiences, developed content recommender system for digital team
- Built a recommendation engine platform for the nine digital channels and worked with development team to integrate and incorporate within each digital channel’s platform
- Manage team of 6 Data Scientists to carry out various prescriptive analytics and predictive modeling to improve digital viewership and loyalty to the nine Discovery digital applications
- Built out clustering tool using k-means algorithm to target new clients based off networks for ad sales team
- Built look-alike models for marketing teams to engage new users on the linear television platform

Booz Allen Hamilton, Washington, DC, *Data Scientist* March 2013 - January 2016

- US Food and Drug Administration (FDA)
 - Worked with scientists to optimize processes of workflow management
 - Built and optimized performance of workflow platform by writing proprietary code
 - Worked with scientists to document requirements and based on their needs built out standardized reports and dashboards that they could all use
 - Presented finished products to scientists and helped them utilize these products so that they can actually optimize their workflow
- US Department of Labor (DOL) / Federal Emergency Management Agency (FEMA)
 - QA engineer on Benefits.gov – a federal website that houses 17 Federal Agencies’ benefits and a survey on

- which any person can take and see which benefits they qualify for
- Ensured content was up to date and presented on the website correctly as a content manager on Benefits.gov and Disaster Assistance (FEMA)
- Worked directly with development team to build website and release updates within a 2 week sprint schedule
- Followed Agile methodology closely, worked with Scrum master and attended daily standups, used Jira to track and complete tasks within website development

Education

The George Washington University 2014 - 2016 Master of Science, Data Science / Business Analytics (MS)

University of Maryland, College Park, *Magna cum laude* 2010 - 2012 Bachelor of Arts, Communication