

Jeffrey Ross

New York, NY | Ross.Jeffrey.js@gmail.com | 646-872-3314 | linkedin.com/in/jeffrey-ross1

SUMMARY

Technical Product Manager with 10+ years building and shipping enterprise and AI-powered products. Experienced partnering directly with customers and engineers to design, demo, and deploy data platforms and AI agents that operate in regulated, high-volume environments. Combines hands-on development (Python, SQL, React, TypeScript) with strong customer discovery, executive communication, and roadmap ownership. Proven ability to translate complex AI systems into reliable, human-centered customer experiences.

EXPERIENCE

Product Manager – AI Platforms & Data Integrations

Memorial Sloan Kettering Cancer Center, New York, NY — 2022–2025

Led the development of enterprise-scale AI and data infrastructure powering MSK's regulated research and biobank operations.

- Built, shipped, and iteratively improved a GPT-5-powered AI agent automating clinical trial eligibility across high-volume research workflows, improving screening throughput, accuracy, and consistency while maintaining human oversight.
- Partnered directly with clinicians and operations teams to define agent behavior, validate outputs, and refine workflows through live demonstrations and iterative feedback.
- Presented AI and platform capabilities to clinical and executive stakeholders, aligning technical direction and roadmap priorities with organizational strategy.
- Owned product roadmap and feature prioritization for AI agent and data capabilities, balancing immediate customer workflows with long-term system reliability.
- Designed and developed Python-based data synchronization and webhook services, contributing to a 50% improvement in operational sample processing time.
- Reduced biospecimen query turnaround time from weeks to hours by enabling semantic search across research datasets.
- Led cross-functional engineering teams while contributing directly to architecture and implementation in a regulated LIMS SaaS environment.

Head of Technology & Product Management

Euromoney Institutional Investor, New York, NY — 2012–2019

Led global modernization of a \$100M financial research and events business into scalable B2B SaaS platforms serving regulated institutional clients.

- Partnered with enterprise customers and executive stakeholders to define requirements, present product capabilities, and influence SaaS platform development
- Built and scaled Salesforce-based platforms (Apex, Lightning), integrating DocuSign and NetSuite
- Delivered mobile event applications, reducing costs by \$2M annually and increasing engagement
- Led distributed engineering teams and established agile delivery and CI/CD practices

Earlier Experience:

- Founder / Product Manager / Developer, Web Mâché (SaaS all-in-one portfolio / commerce platform)
- Co-Founder / Product Manager, I Stand For (SaaS platform, acquired by political strategy group)
- Senior Application Developer, SixDegrees.com (early social network; acquired for \$125M)

Technical Skills: Python, SQL, React, TypeScript, GPT-5, Palantir Foundry (Ontology, Pipelines), APIs