

Jeffrey Ross

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Profile

Technical Product Manager and developer bridging AI research, engineering, and product innovation to transform advanced capabilities into safe, useful, and impactful products. Over 10 years of experience leading full-lifecycle application and data platform development, including GPT-powered agents, biomedical data ecosystems, and enterprise-grade SaaS. Combines hands-on technical fluency (Python, SQL, React, TypeScript, Foundry, Salesforce) with strategic product thinking to deliver scalable, research-driven products. Driven to make AI reliable, interpretable, and beneficial, with a strong bias toward 0→1 experimentation, collaborative research, and customer-centered design.

Experience

Product Manager – AI Platforms and 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. Combined product management, architecture, and engineering responsibilities to scale multi-tenant data systems and integrations for data accessibility and workflow efficiency.

Key Contributions:

- Guided user discovery of biobank workflows and data integrations with MSK systems – patient consent, sample collection, inventory management, and distribution for research – to streamline sample processing operations.
- Designed and developed data synchronization and webhook services in Python using Palantir Foundry APIs and LIMS vendor integrations, ensuring real-time updates across biobank and research data sources.
- Built an AI agent using GPT-5 LLM to automate portions of clinical trial eligibility analysis by processing unstructured protocol and patient data.
- Engineered semantic search proof-of-concept leveraging Palantir's ontology for intelligent data discovery across millions of bio-samples.
- Created a centralized biobank repository integrating LIMS, patient consent, and clinical systems supporting large-scale data ingestion, cleansing, and enrichment pipelines for collaborative research.
- Managed cross-functional agile teams while contributing directly to code, architecture, and deployment of operational customizations in LIMS SaaS environment.

Key Results:

- Data integrations and streamlined workflows improved operational sample processing time by 50%.
- Delivered GPT-5-powered AI agent that improved trial screening throughput and accuracy.
- Built Foundry-based ontology models adopted across multiple MSK research divisions.
- Reduced biospecimen query turnaround time from weeks to hours.
- Enabled research investigators to self-serve sample data through centralized AI search.
- Increased data completeness and interoperability across multiple legacy systems.

Key Technologies:

- Palantir Foundry, Ontology, GPT-5, Python, SQL, PySpark/Pandas DataFrames, API Integrations, LIMS SaaS

Head of Technology & Product Management

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

Led global product development and modernization of Euromoney's \$100M financial research and events division, transforming legacy platforms into scalable B2B SaaS systems serving regulated institutional clients.

Key Contributions:

- Developed custom Salesforce Apex and Lightning apps, streamlining sales, event management, investor relations, and marketing workflows across multiple global businesses.
- Integrated Salesforce with DocuSign and NetSuite APIs for quote-to-cash automation.
- Implemented marketing automation stack (Pardot + Google Optimizely) increasing web traffic and leads.
- Delivered mobile event applications replacing legacy print workflows, saving \$2M annually while adding live polling and analytics.
- Architected and coded Azure-hosted ASP.NET/C# web services powering a \$30B+ asset management marketplace — designed APIs, relational schemas, and dynamic search logic.
- Managed and mentored distributed development teams (NY, London, offshore), introducing agile frameworks and CI/CD practices using Jira, GitHub, and Azure DevOps.

Key Results:

- Cut printing and event collateral costs by \$2M annually with mobile-first modernization.
- Boosted operational efficiency with full Salesforce integration across sales, event management, investor relations, and finance systems.
- Increased annual revenue by 15% YoY through digital channel expansion.

Key Technologies:

- Salesforce Cloud, Azure, Apex, ASP.NET, C#, SQL, Pardot, Einstein, Jira, Confluence

Founder / Product Manager / Developer

Web Mâché, New York, NY — 2006–2011

Founded and scaled a SaaS platform for small businesses to create and manage web market marketing content and stores without technical expertise

Key Contributions:

- Developed an all-in-one SaaS publishing platform allowing non-technical users to create and manage sites, portfolios, and online stores.
- Coded architecture in ASP.NET/C#/SQL implementing custom templating and reusable components – blog, photo gallery, navigation menus, etc. -- content management, analytics, and integrated email marketing tools.
- Built administration console for site customization, CRM features, and campaign analytics.
- Integrated payment gateways and email marketing APIs, supporting 1,000+ active users.

Key Results:

- Grew platform to 1,000+ active users and continuous feature iteration.
- Reduced onboarding time for new customers from days to hours.

Key Technologies:

- ASP.NET, C#, JavaScript, SQL

Co-Founder / Product Manager / Developer

I Stand For, New York, NY — 2002–2006

Co-founded a SaaS platform for non-profit organizations and political campaigns constituent building, fundraising, and activism.

Senior Application Developer

SixDegrees.com, New York, NY — 1998–2001

Co-founded a SaaS platform for non-profit organizations and political campaigns constituent building, fundraising, and activism.

Technical Skills

- Languages: Python, JavaScript (React, Node.js, TypeScript), C#, SQL, Java
- Frameworks: ASP.NET, Flask, Next.js, Bootstrap
- Platforms: Palantir Foundry (Datasets, Pipelines, Ontology, Contour), Salesforce (Apex, Lightning, Pardot), MS Azure, AWS ECS
- Data & APIs: REST, GraphQL, PySpark/Pandas DataFrames, SOQL, SOSL, Webhooks, LIMS APIs
- Tools: GitHub, Jira, Confluence, Docker
- Methodologies: Agile, Scrum, CI/CD, Microservices Architecture

Certifications

- Salesforce Certified Administrator
- Salesforce Certified App Builder
- Salesforce Certified Developer
- MIT Blockchain Technologies: Business Innovation and Application

Education

- University of Michigan — B.A., Columbia University — Technology & Applications