

# 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

Developed and enhanced communication services for the pioneering social networking platform, serving over 3.5 million members. Led rapid application development (RAD) and design initiatives for the site's connection engine and home services finder, driving key user engagement features. Contributed to the platform's growth and innovation that culminated in its \$125M acquisition by a major media company.

## **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