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 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 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:
- Built, shipped, and iteratively improved a GPT-5–powered AI agent automating clinical trial eligibility analysis, processing unstructured protocol and patient data in a regulated production environment.
- Partnered directly with clinicians, researchers, and operations leaders to discover requirements, present live demonstrations of AI-driven workflows, and refine agent behavior based on real-world feedback.
- Guided user discovery of biobank workflows with clinical, operational, and executive stakeholders, aligning solutions to organizational priorities.
- Owned prioritization and roadmap planning for AI and data platform capabilities, balancing immediate customer needs with long-term system reliability and scalability.
- Designed and developed data synchronization and webhook services in Python to centralize biobank ops/data, resolve workflow bottlenecks, and data consistency issues across biobanks and research.
- Designed and shipped semantic search production-ready prototype leveraging Palantir's ontology for intelligent data discovery across millions of bio-samples.
- Managed cross-functional agile teams while contributing directly to code, architecture, and deployment of operational customizations in LIMS SasS environment.

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

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

Head of Product & Platform Engineering

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

Led enterprise-wide digital transformation of a $100M+ financial services business, consolidating siloed systems into an integrated, Salesforce-centric platform supporting end-to-end client lifecycle, engagement, data quality, and service delivery.

Key Contributions:

Salesforce Platform Ownership

- Owned Salesforce platform strategy and delivery across global business lines, implementing custom Sales and Service Cloud solutions to streamline client onboarding, relationship management, and operational workflows.
- Developed custom Salesforce Apex and Lightning applications supporting sales, event management, investor relations, and marketing workflows across multiple global businesses.
- Integrated Salesforce with Docusign and NetSuite APIs to enable quote-to-cash automation.
- Implemented Salesforce-integrated automation to improve lead capture and lifecycle engagement.

Platform Delivery & Engineering Leadership

- Delivered mobile client engagement applications replacing legacy workflows, improving client experience while reducing operating costs by $1M+ annually.
- Translated complex business processes into epics, user stories, and acceptance criteria, leading agile delivery and cloud migration of client-facing platforms to Microsoft Azure.
- Supported go-live readiness through stakeholder training, role-based access design, and post-launch feedback loops.
- Partnered with Legal, Risk, and Technology to ensure platform designs met security, data governance, and GDPR compliance requirements.
- Owned multi-million-dollar delivery budgets and led distributed engineering teams across NY, London, and offshore locations, introducing agile delivery and CI/CD practices.

Key Results:

- Consolidated siloed systems into a Salesforce-centric platform supporting global client onboarding and relationship management.
- Reduced operating costs by $1M+ annually through mobile-first client engagement and workflow digitization.
- Scaled platform delivery across global teams while maintaining security, GDPR compliance, and data governance standards.

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:
1. Developed an all-in-one SaaS publishing platform allowing non-technical users to create and manage sites, portfolios, and online stores.

2. 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.
3. Built administration console for site customization, CRM features, and campaign analytics.
4. Integrated payment gateways and email marketing APIs, supporting 1,000+ active users.

Key Results:
1. Grew platform to 1,000+ active users and continuous feature iteration.
2. 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