Philip Jones
AI Product Manager

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With experience in nearly every seat on an agile team, my **superpower is unifying all members** of a team and elicit excellence from each role to deliver high-quality B2B, B2B2C, and B2E tools.

As a systems thinker and **builder with a team of AI agents**, seeking a challenge to integrate solo exploration and collaborative execution—able to rapidly explore concepts, then orchestrate teams to bring them to life sustainably.

EXPERIENCE

Product Manager and **AI Program Manager** at **UPSTACK** (2022–2025)

- Led critical **internal tooling for the fastest-growing IT Advisory Platform** (865% growth these 3 years)
  - Built 0–1 payment reconciliation application under a 6-month deadline, enabling the business to be paid by improving efficiency, accuracy, and satisfaction by 25%+
  - Led the selection and implementation of several key operational platforms: Atlassian, Notion, Dataiku (data orchestration/ML), Thoughtspot (BI), several custom integrations with Salesforce
- Launched and led the **Innovation Center** and the **AI Program** to drive cross-functional efficiency gains
  - Championed latest tech integrations with rapid Proof-of-Concept research sprints "build / buy / neither?"
  - Established custom AI delivery pipelines and drove internal efficiency programs to optimize output

Product Manager and **UX Designer** at **ScienceLogic** (2016–2022)

- Overhauled market-leading **IT monitoring platform into Forrester Wave Leader** status
  - Led Dashboards flagship feature plus all device monitoring/management (core object)
  - Revived scaling architecture to massively improve relationship with largest enterprise customers
- Led **0-1 Product Design of New UI transformation**, resulting in $50MM net-new ARR over 2 years (+50%)
  - Designed and validated systems for mission-critical enterprise NOC workflows
  - UX Generalist: research, journeys, systems designs, mockups, you name it

UX-UI Designer and **Web App Developer**
at **Logi Analytics** (2012–2016)

- Designed and developed **low-code BI platforms** for building embeddable dashboards and reports
- Converted sales prospects by rapidly customizing bespoke prospect demos that reduced dev time 75%

Human Factors Analyst
at **Metron Aviation** (2010–2012)

- Designed complex ATC and aviation research software w FAA

CERTIFICATIONS

- AWS Cloud Practitioner
- Dataiku Core Designer
- Pragmatic PMC-III
- Certified SAFe 5 PO/PM
- Certified SAFe 4 SM
- CMMI 1.2 Level 5 training
- Certified "Slack Glue Guy"

EDUCATION

MA, Psychology *George Mason University*
Human Factors and Applied Cognition | 2009–2011

BA, Psychology *American University*
2006–2009