VANESSA TRUJILLO

PRODUCT MANAGER

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SUMMARY

I'm an AI Product Manager with 6+ years of experience leading complex projects in hospitality and healthcare. With expertise in cloud deployment, APIs, and LLM frameworks, I thrive on driving innovation and delivering results in fast-paced environments.

WORK EXPERIENCE

Product Manager, PolyAI   **Aug 2024 - Present**

- Designed and managed API integrations with telephony platforms like Twilio, RingCentral, and Genesys, enabling seamless voice assistant deployment for enterprise clients.
- Led the end-to-end implementation of AI-driven conversational assistants, focusing on scalability, user personalization, and operational efficiency.
- Collaborated cross-functionally with engineering, design, and data teams to refine AI algorithms, improving response accuracy and customer satisfaction by 25%.
- Defined technical roadmaps for integrating AI solutions into Property Management Systems (PMS) such as Cendyn and Agilysys, driving adoption across diverse hospitality portfolios.

Lead Project Analyst, Duetto   **June 2021 - Jan 2024**

- Oversaw deployment of AI-powered revenue management tools for leading global hotel chains, achieving $1M+ in annual recurring revenue across 100+ properties.
- Led API integration efforts, ensuring seamless data flow between Duetto's system and third-party PMS, Channel Managers, and Rate Shoppers.
- Collaborated with product and engineering teams to enhance algorithmic recommendations, driving a 15% improvement in forecast accuracy.
- Conducted stakeholder workshops to align technical capabilities with client needs, ensuring product features met operational and business objectives.

Project Manager, Ai Design Corps™   **Jan 2020 - Jun 2021**

- Spearheaded the development of an AI-powered SMS helpline using Twilio APIs, providing COVID-19 updates and resources to over 800 users.
- Managed Agile ceremonies and sprint planning, ensuring timely delivery of features such as real-time vaccine location tracking and multilingual support.
- Secured $500+ in grants and volunteer funding by presenting the technical roadmap and community impact metrics to stakeholders.
- Built an API layer for data aggregation, enabling seamless updates and scaling the system to handle surges in user queries.

API Developer, Ameren   **Mar 2019 - Jan 2020**

- Migrated monolithic REST APIs to cloud-based architecture using Salesforce MuleSoft, enhancing scalability and reducing downtime by 40%.
- Processed terabytes of CRM data to optimize API performance for real-time customer data retrieval in compliance with PII standards.
- Collaborated with cross-functional teams to implement monitoring tools, enabling proactive incident resolution and a 30% reduction in service disruptions.
- Documented API functionalities and best practices, contributing to streamlined onboarding for engineering teams.

EDUCATION

Generative AI Nanodegree   **April, 2024**
Udacity

- Gained hands-on expertise in LLMs, computer vision, and advanced AI chatbots, leveraging PyTorch, transfer learning, and fine-tuning to build neural networks for image classification, text generation, and NLP tasks.

Bachelors of Science, Mathematics   **Dec, 2019**
University of Illinois

- Led the undergraduate research for the Mathematics 3D space visualization.
- Actively participated in the Mathematics & Computer Science Clubs.
- Served as an Eco-Educator in the Sustainability Club.

PROJECTS

OpenAI Custom Chatbot

- Developed a custom chatbot project using OpenAI API, and Wikipedia, that allows for a fully dynamic conversation with extensive coverage of any subject, providing rich content for chatbot responses. Leveraged Python's BeautifulSoup to scrape Wikipedia, extracting data relevant to the user's search topic, transforming data into a versatile dataframe that accommodates a diverse range of prompts.
- Engineered Python functions to create embeddings for text data using the embedding model text- embedding-3-small, followed by building prompts using the completion model gpt-3.5-turbo.

Rotten Tomatoes Sentiment Analysis

- Implemented a sentiment analysis model to improve the results of Rotten Tomatoes dataset using the distillbert-base-uncased model, the Hugging-Face transformers library, and LoRA configs. The dataset is pre-processed using the distilbert-base-uncased tokenizer, achieving improvements in evaluation metrics such as loss and accuracy post-fine-tuning.
- Achieved a PEFT (Parameter-Efficient Fine-Tuned) model that outperformed the Base Model, with reduced evaluation loss, increased accuracy, and evaluation runtimes.

Lead Project Manager for Abroad Healthcare Startup | 3iyeda.com

- Led IT teams abroad to develop and implement AI-driven solutions for automating medical prescription and procedure submissions for a healthcare startup, taking it from the ideation phase to having over 300 enrolled providers, nominating it as the #1 best upcoming startup by The Tunisian Business School.
- Ensured the compliance and security of applications utilizing personal health information by adhering to EU and foreign HIPAA compliance requirements. Implemented monitoring tools to track system performance and identify trends, and provided regular progress reports for stakeholders, highlighting accomplishments, challenges, and future initiatives.

SKILLS

Technical Skills
Python, PyTorch, HuggingFace, SQL, REST APIs, Git, Postman, SFTP (CyberDuck), Confluence, Jira, MuleSoft, Salesforce Einstein, PEFT, Prompt Engineering, LLMs (NLP, Transformers, Tokenization, Embeddings), Neural Networks, Deep Learning, Stable Diffusion, Image Generation/Classification, Data Visualization, Web Scraping (BeautifulSoup).

Managerial Skills
Project Management, Agile Methodology, Strategic Planning, Leadership, Stakeholder Communication, Change Management (ServiceNow), Incident Management (PagerDuty), SDLC, Blameless Postmortems, CRM, Cost Management, Negotiation, Regulatory Compliance (HIPAA).