OLIVIA REYNOLDS

AI Product Manager

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WORK EXPERIENCE

Cambia Health Solutions - AI Product Manager

March 2023 - current Portland, OR

- Established product evaluation frameworks to measure AI response accuracy, reliability, latency, and user satisfaction across multiple feature releases.
- Prioritized 25+ product requirements and feature requests using customer feedback, business impact, and development complexity.
- Partnered with engineering teams to introduce human-in-the-loop review workflows for AI-generated responses, **improving response quality by 18%**.
- Analyzed product adoption and engagement metrics using SQL and analytics dashboards, increasing adoption of newly released AI features by 46%.

Jama Software - Senior Product Manager

November 2021 - February 2023 Portland, OR

- Led the delivery of workflow automation and intelligent search enhancements, **eliminating 14 repetitive tasks**.
- Collaborated with engineering teams to integrate third-party APIs and data services, expanding platform functionality across enterprise workflows.
- Conducted customer interviews and competitive analysis to identify product gaps, contributing to a 17% increase in feature adoption.
- Established product KPIs and release tracking processes to evaluate feature performance and inform quarterly roadmap decisions.

Vacasa - Associate Product Manager

September 2017 - August 2021 Portland, OR

- Analyzed user behavior and booking funnel data to identify friction points, leading to a **14% improvement in booking conversion rates.**
- Gathered customer and stakeholder feedback to prioritize enhancements to search, booking, and account management workflows.
- Assisted in defining acceptance criteria and coordinating user acceptance testing for 15+ product releases.
- Built product performance reports to track feature adoption, customer engagement, and operational efficiency.

EDUCATION

Portland State University - B.S., Business Administration – Marketing

September 2013 - June 2017 Portland, OR

SKILLS

AI Product Strategy; Roadmap Development & Prioritization; Generative AI & LLM Applications; Agile & Scrum; SQL & Product Analytics; API & ML Product Integration; A/B Testing & Experimentation; Jira & Confluence; User Research & Discovery; Responsible AI & Model Evaluation

CERTIFICATIONS

- **AI Product Management Expert Certification** | Pragmatic Institute — 2026