

# JONATHAN COHEN

## SENIOR PRODUCT MANAGER, AI

Parkland, FL • 954-663-5225 • Jonathan.cohen150@gmail.com

### SUMMARY

Strategic AI Product Leader with an MBA in Business Intelligence and a proven track record of taking AI initiatives from pitch to production. Directed a cross-functional portfolio of six concurrent initiatives across 20+ engineers and product managers, with launches spanning 5 global regions. Built a generative AI/RAG agent that cut triage response time from 48 hours to under 1 hour, cutting fix-to-PR cycle time from a week to 2 hours in the same system. Bridges complex engineering requirements and executive strategy, grounded in hands-on fluency across LLM product development, prompt engineering, and AI governance within a B2B2C marketplace.

### CORE COMPETENCIES

- Product Strategy & Roadmap Ownership
- Generative AI / LLM Product Development
- User Research & Discovery
- AI Governance & Responsible AI
- Cross-Functional & Executive Leadership
- Data-Driven Prioritization (RICE, OKRs, KPIs)
- Agile/Scrum & SDLC Optimization
- Stakeholder Management & Global Launches

**Technical Fluency:** Python, SQL, APIs (REST), RAG Pipelines & LLMs (OpenAI Embeddings), Claude Enterprise, AI Coding Agents (Claude Code, Codex), MCPs (Atlassian, GitHub, Figma, Lucid), Atlassian Tools (Jira/Confluence), Tableau/Power BI, Predictive Analytics

### EXPERIENCE

#### Senior Technical Program Manager — AI Product Lead | Kantar

2024 - Present

*B2B2C platform connecting businesses (clients like Grubhub, Google) to consumers (panelists/respondents) via surveys and data collection.*

- Pitched a portfolio of AI initiatives to leadership and designed the harness architecture underlying all subsequent AI skill development at Kantar.
- Own the resulting backlog, prioritizing by RICE and shaping where the broader initiative portfolio goes next with leadership.
- Built governance directly into that harness: multi-pass scrubbing for PII, secrets, and credentials, so nothing sensitive could reach AI-generated content posted externally.
- Built a RAG-based investigation agent (“Jira-Bug-Investigation”) that pulls a ticket, searches a vector knowledge base of documentation and prior investigations, cross-references error logs and code traces, and posts a triage report straight back to the ticket.
- Cut average triage response time from 48 hours to under 1 hour and fix-to-PR cycle time from a week to 2 hours, replacing manual log-diving and tribal knowledge with automated, precedent-aware root cause analysis.
- Ran discovery across multiple teams, building prototypes against workflow pain points and measuring before-and-after performance to inform resourcing decisions with executive leadership.

#### Technical Program Manager | Kantar

2022 - 2024

- Directed a portfolio of six concurrent initiatives across 20+ engineers and product managers, delivering for high-value enterprise accounts.
- Cut time-to-market by 28% through a leaner SDLC framework, backed by product health KPIs that gave leadership clear data for resourcing decisions.
- Ran requirements gathering and OGSP (Objectives, Goals, Strategies, Plans) planning with internal teams serving external clients, translating stakeholder needs into product roadmaps.
- Led launch kickoffs across 5 regions (Australia, China, Singapore, EMEA, AMERs), running biweekly demos and hands-on launch support.
- Directly managed 3 teams of 5-8 (tech leads, developers, UI designers, QA), owning hiring input, sprint execution, and delivery accountability across all three.

#### Senior Software Engineer | MediaGenix

2020 - 2022

*Global enterprise platform optimizing the media supply chain, content lifecycle, and broadcast scheduling for major networks and VOD services.*

- Partnered with Product Management to groom and prioritize the technical backlog, keeping engineering focused on the highest-impact stories.
- Led a Docker-based DevOps modernization that cut infrastructure costs 18% and sped up release cycles.
- Built the SOAP/REST integrations connecting client systems to core media products, and led end-to-end development on new features with the design team.

#### Software Engineer | OSG Billing Services

2018 - 2020

- Optimized C#/ .NET billing applications and automated regression testing with Selenium, cutting manual testing time by 6 hours per cycle.

### EDUCATION

- MBA, Business Intelligence/Analytics | Nova Southeastern University, Davie, FL
- B.S., Management of Information Systems, Minor in Information Security | Florida Atlantic University, Boca Raton, FL