

# Siqi Xiao

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## SUMMARY

Product Manager with a strong tech foundation and 2 years of cross-functional project experience, driving revenue growth through data-driven decision-making, collaboration, and scalable product execution.

## EDUCATION

**University of Southern California**, MS in Computer Science - Applied Data Science

Aug 2023 – May 2025

**Shanghai Jiao Tong University**, BS in Electrical and Computer Engineering

Sept 2019 – Aug 2023

- Minors: Data Science, Entrepreneurship

- Honors: 1st class Outstanding Scholarship, Academic Progress Scholarship

## EXPERIENCE

**AI Product Manager**, EchoLab, San Francisco, CA

Aug 2025 – Present

### Achievements

- Launched a **generative AI-powered A/B testing hypothesis generator** in four months, reducing support tickets review time by 85% and enabling 5x more experiments annually.
- Co-authored an e-book and LinkedIn content series on **RAG, prompting, agentic AI, and Large Language Model (LLM) applications**, contributing to the GTM strategy while driving top-of-funnel engagement.

### Responsibilities

- **AI/ML Product Development:** Led a **cross-functional team of 16** (AI engineers, designers, PMs) to resolve blockers, align priorities, and deliver measurable milestones across the end-to-end AI product lifecycle.
- **AI Evals & Feedback Loops:** Partnered with AI engineers to drive functional LLM fine-tuning through prompt engineering and human-in-the-loop (HITL) evaluation pipelines; designed success metrics, iterative improvement loops, and AI evaluation frameworks to enhance accuracy, reliability, and overall model performance.
- **Roadmap & Prioritization:** Defined **product vision, roadmap**, and prioritization strategy by synthesizing customer feedback and industry trends; guided **MVP development** to drive fast learning cycles and alignment with user needs.
- **Go-to-Market Strategy:** Executed GTM strategy by targeting top-of-funnel customers, creating product education contents, and building strategic partnerships to gather feedback, validate use cases, and drive adoption.

**Product Manager / Machine Learning Engineer Intern**, 211 LA, Los Angeles, CA

Jun 2024 – Aug 2024

### Achievements

- Delivered a 0 to 1 **web-based AI referral support system (MVP)**, later scaled into a county-wide product used daily by hundreds of employees and accessible to all Los Angeles County residents.
- Boosted **North Star Metrics (NSM)** by reducing call handling time by 32% and increasing caller satisfaction by 11%.

### Responsibilities

- **AI Workflow Design:** Designed real-time **employee-AI collaboration workflows**, including AI-assisted profile generation, guided decision flows, compliance-sensitive recommendations, and human-in-the-loop handoffs, to enable agents to deliver faster, more accurate, and improve caller satisfaction.
- **User Insights & Data-Driven Prioritization:** Analyzed service data using Tableau and Python to surface key demographic patterns and inform prioritization; conducted **Voice-of-Customer (VOC) interviews** and call-flow analysis to identify user pain points, uncover automation opportunities, and shape AI use cases.
- **ML Collaboration & AI Evals:** Collaborated with engineers, referral specialists, and call agents to tune knowledge algorithms, refine internal taxonomy, and design evaluation methods to enable rapid iteration and improvement.

## SKILLS

**Product Management & Business:** A/B Testing, Experiment Design, Agile, Cross-functional Leadership, Roadmapping, GTM, Stakeholder Communication, Product Storytelling, Jira/Linear/Notion, User Research (VOC)

**Technical:** Prompt Engineering, AI Evaluation, Agentic AI Workflows, Prototyping, Large Language Models (LLMs), Machine Learning, Statistical Analysis, Data Visualization, Cloud (AWS/GCP), Databases, Python, SQL, Git