JULIAN MERCER

B2B SAAS AI PRODUCT MANAGER

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PROFESSIONAL SUMMARY

B2B SaaS AI Product Manager with 7+ years launching machine learning and generative AI features inside workflow software. Defines evaluation standards, trust and permission controls, and adoption metrics so enterprise customers can use AI confidently in everyday work.

PROFESSIONAL EXPERIENCE

Senior Product Manager, AI Mar 2024 - Present
Notion, San Francisco, CA

- Lead an AI writing and summarisation roadmap with 12 engineers and researchers, reaching 46% weekly use among paid workspaces.
- Built an evaluation set of 900 enterprise prompts with human review, improving accepted-output rate from 61% to 78%.
- Defined permission-aware retrieval requirements with Security, preventing exposure of restricted pages in all red-team tests.
- Designed admin controls and usage reporting that supported enterprise approvals at 19 large customers.

Product Manager, Machine Learning Jun 2022 - Feb 2024
Zendesk, San Francisco, CA

- Launched suggested-reply and intent-detection features used by 8,000 accounts, reducing agent handle time 14%.
- Set precision and recall targets with Data Science and gated releases on segment-level performance.
- Ran customer design partnerships with eight enterprise teams to refine confidence displays and fallback behaviour.
- Partnered with Support on an AI triage rollout that routed 22% of new tickets automatically with agent override always available.

Associate Product Manager Jul 2020 - May 2022
HubSpot, Cambridge, MA

- Supported lead-scoring features, analysing model outputs with analysts and improving sales acceptance of scores 10%.
- Wrote requirements and launch plans for predictive reporting used by 3,500 customer teams.
- Interviewed 25 sales managers to understand trust in automated recommendations and shaped explainability copy.
- Built a monthly feedback report on predictive features that shaped two roadmap items.

Associate Product Manager Aug 2019 - Jun 2020
Freshworks, San Mateo, CA

- Supported a ticket-categorisation feature, analysing misrouted tickets and shipping fixes that cut manual re-routing 12%.
- Wrote user stories and acceptance tests for a help-centre article suggestion feature with a squad of six engineers.

CORE SKILLS

AI product management | Generative AI | Model evaluation | Prompt design | Retrieval-augmented generation | Trust and safety | Enterprise permissions | Cost and latency trade-offs | Product analytics | Customer research | SQL | Roadmapping | Responsible AI | Cross-functional leadership

EDUCATION

B.S. in Cognitive Science, Massachusetts Institute of Technology, Cambridge, MA

CERTIFICATIONS

Stanford Machine Learning Specialization