

KENNETH DEAN

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PROFESSIONAL SUMMARY

Results-driven AI/GenAI Product Manager with 10+ years of experience architecting transformative enterprise technology solutions across Cloud, Automation, and Generative AI ecosystems. Demonstrated success delivering high-impact AI products that drive operational efficiency and business growth. Expert in translating complex AI capabilities into scalable solutions through strategic product roadmaps, cross-functional leadership, and data-driven decision making. Adept at optimizing user experiences and aligning AI product strategy with business objectives in dynamic, high-growth environments. Azure, DevOps, SAFe, and Agile certified with proven ability to deliver exceptional AI product value and measurable ROI.

CORE SKILLS

AI & Technical Expertise	Product Management	Business & Leadership
Generative AI (GenAI) Solutions	AI Product Lifecycle Management	AI Business Transformation
Artificial Intelligence (AI) Strategy	AI Feature Prioritization & Backlog	Executive Stakeholder Management
Machine Learning Implementation	User Experience (UX) Design	Data-Driven Decision Making
Cloud Infrastructure (Azure, GCP, AWS)	Product Analytics & KPI Development	Resource Optimization
Kubernetes & Containerization	Go-to-Market Strategy	Strategic Vendor Partnerships
AI/ML Frameworks & Integration	Cross-Functional Team Leadership	Digital Transformation Strategy
API Management & Development	Agile & Scrum Methodologies	Change Management
DevOps & CI/CD Pipelines	SAFe Framework Implementation	Strategic Partnership Development

PROFESSIONAL EXPERIENCE

Lead Product Manager, Automation & GenAI Solutions

Humana, Inc — Remote | 04/2023 - Present

- Pioneered and launched 3 cutting-edge GenAI automation products that slashed operational costs by 25% through intelligent resource allocation and Azure Cost Management integration, delivering \$1.2M in annual savings.
- Architected end-to-end product lifecycle for AI-powered cloud solutions leveraging Azure Kubernetes Service (AKS), dramatically enhancing system scalability and resilience while implementing data-driven feature prioritization based on user feedback.
- Engineered comprehensive AI product analytics framework with actionable KPIs, driving a 40% surge in user adoption and achieving unprecedented stakeholder satisfaction scores across enterprise divisions.

- Orchestrated cross-functional teams in developing an enterprise-wide AI-powered incident response platform that reduced critical system downtime by 30% through automated incident triage and predictive resolution pathways.
- Championed strategic PI Planning sessions that aligned AI product roadmaps with corporate OKRs, successfully automating 20,000+ hours of manual effort and reducing monthly incident volumes by 980 through AI-driven proactive risk management.

Product Manager, Managed Services

KDInfotech, Inc — Remote | 04/2021 - 04/2023

- Conceptualized and delivered an enterprise collaboration product suite integrating Crestron control systems with Zoom Rooms and Microsoft Teams Rooms, revolutionizing user experience and decreasing support requests by 30% through centralized monitoring.
- Transformed IT service delivery through scalable product offerings, creating standardized solutions that reduced operational overhead by 20% while simultaneously elevating client satisfaction metrics and strengthening business continuity.
- Spearheaded product-based approach to ITIL service management that boosted service delivery efficiency by 35% across diverse client environments through streamlined workflows and user-centric design principles.
- Crafted strategic product roadmaps for enterprise infrastructure modernization, seamlessly integrating cloud and on-premise solutions that enhanced network performance by 40% and minimized system downtime across critical business operations.

Product Manager, Global Partner Operations

SoundHound, Inc — Remote | 01/2019 - 04/2021

- Designed and implemented a comprehensive monitoring product suite for 24/7 Global Network Operations Center (NOC), slashing critical system downtime by 40% through strategic migration from Nagios to ManageEngine OpManager.
- Formulated innovative product roadmap for hybrid infrastructure solutions on Google Cloud Platform (GCP) with seamless Azure and AWS integration, successfully supporting a 200% surge in global user traffic without service disruption.
- Executed precision-targeted global network optimization strategy as a product offering, enhancing latency and bandwidth allocation by 30% while significantly improving system reliability and elevating user experience metrics.
- Established robust product governance frameworks ensuring exceptional availability, security, and performance metrics perfectly aligned with organizational objectives and evolving user requirements.

Jr. Product Manager, IT Service Management Operations

ServiceNow, Inc — Santa Clara, CA | 08/2017 - 01/2019

- Spearheaded product development for service desk transformation initiative, slashing ticket resolution times by 50% through implementation of ITIL-based workflows and intelligent automation using ServiceNow ITSM modules.
- Reimagined the incident submission product interface by eliminating redundant fields and optimizing workflows, dramatically accelerating processing for thousands of incidents and service requests monthly.

- Mentored and led a high-performing team of 15 IT analysts, driving a 30% increase in team productivity through targeted performance coaching and comprehensive product training initiatives.

CERTIFICATIONS

- Microsoft Azure DevOps Engineer (AZ-400)
- Microsoft Azure Administrator Associate (AZ-104)
- SAFe 6.0 Certified Program Consultant (SPC) — Scaled Agile Framework
- Agile Certified Coach (ICP-ACC) — ICAgile
- Certified Scrum Master (CSM) — Scrum Alliance
- PRINCE2 Agile Practitioner — AXELOS
- ITIL v4 Foundation & Strategist — AXELOS