

Aaron Palmer

Senior Product Manager | AI Product Leader | Certified Product Manager | Certified Scrum Master | Certified Product Owner

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PROFESSIONAL SUMMARY

Results-driven Senior Product Manager and AI Product Leader with 10+ years of experience delivering agile, data-informed products from concept through launch. Recognized for reducing development overhead by 70–83% through strategic tooling and process innovation. Actively integrates AI, including large language models, prompt engineering, and AI-assisted workflows, into daily product practice to amplify team output, accelerate decision-making, and build smarter, more competitive products. Expert at aligning cross-functional teams, championing user-centric design, and translating complex business needs into high-impact digital solutions.

83%

Dev Time Reduction
Story Editor product

30%

Application Submission Increase
OnboardPro platform

17 Days

Reduced Time-to-Hire
Automated ATS workflows

40%

More Product Demos
Internal sales demo tool

AI Driven Product Leadership

- ▶ Spec & PRD Generation: Leverage Claude and ChatGPT to generate Version 0.1 PRDs, user stories, and acceptance criteria from raw interview notes and ticket data, compressing spec drafting time by 60%.
- ▶ Signal Synthesis: Use LLM-powered workflows to ingest multi-channel inputs (tickets, transcripts, Slack threads, CRM notes) and surface structured, evidence-backed opportunity briefs eliminating the "loudest voice" prioritization problem.
- ▶ Prioritization: Built and operated an AI copilot logic to produce scored, ranked backlogs with written evidence chains, reducing priority reversal rate and improving stakeholder defensibility.
- ▶ Competitive & Market Analysis: Use AI to accelerate competitor teardowns, synthesize user research patterns, and generate positioning frameworks in hours rather than days.
- ▶ Prompt Engineering: Design and maintain structured system prompts with defined guardrails, RAG retrieval logic, and autonomy dials (Assist / Copilot / Agent) calibrated to the PM workflow stage.
- ▶ Developer Collaboration: Use AI coding assistants to prototype lightweight internal tools, generate SQL query scaffolding, and review API documentation, bridging technical and product conversations more effectively.

API & Integration Experience

- ▶ Define and own API product requirements end-to-end from writing technical specs and endpoint contracts to collaborating directly with engineering on REST and JSON schema design, ensuring integrations are scalable, well-documented, and aligned to business goals.
- ▶ Serve as the product-side bridge between business stakeholders and engineering teams during third-party API integrations including Salesforce, ATS platforms, and onboarding systems, translating complex technical constraints into clear acceptance criteria and user-facing outcomes.
- ▶ Evaluate API feasibility and partner integration scopes during discovery, identifying risks early and shaping roadmap decisions around integration complexity, rate limits, and data mapping requirements.
- ▶ Led OnboardPro ATS API integrations enabling real-time candidate data flow, automated status updates, and cross-platform reporting, reducing manual data entry and improving recruiter workflow efficiency.

AREAS OF EXPERTISE

- ▶ Agile / Scrum / Kanban
- ▶ AI Product Strategy & Workflow Integration
- ▶ Product Roadmap & Strategy
- ▶ Sprint Planning & Retrospectives
- ▶ Release Management
- ▶ Stakeholder Management
- ▶ User Feedback & Competitor Analysis
- ▶ Prompt Engineering
- ▶ UI/UX Design & Wireframing
- ▶ A/B Testing & Quantitative Analysis
- ▶ Quality Assurance & Testing
- ▶ Software Development Life Cycle
- ▶ Requirement Gathering & Analysis
- ▶ RAG Architecture
- ▶ Cross-Functional Team Leadership
- ▶ Design Thinking
- ▶ Continuous Process Improvement
- ▶ Documentation Management

TECHNICAL PROFICIENCIES

AI / LLM Tools: Claude Coding (certified) · ChatGPT · Prompt Engineering · RAG Workflows · AI Prototyping

Product & Dev Tools: Figma · Jira · Confluence · Aha · Salesforce · MS SharePoint · TestRail · HP Quality Center · Git

Languages & Data: SQL · Python · JavaScript (Novice) · HTML · CSS · JSON · XML · API & Integration

CAREER EXPERIENCE

Onboard Pro *2023 – Present*

Senior Product Manager

Spearheaded the end-to-end design, development, and delivery of a comprehensive AI-enhanced recruitment and onboarding platform. Managed the full product lifecycle from concept through launch across a team of 17 cross-disciplinary stakeholders.

- ▶ Led the integration of AI-powered features into OnboardPro's ATS, including intelligent candidate scoring, automated screening workflows, and NLP-based resume parsing, reducing manual recruiter workload and improving match quality.
- ▶ Designed and implemented AI-assisted communication workflows that automate candidate touchpoints throughout the hiring funnel, contributing to the 17-day reduction in time-to-hire.
- ▶ Applied AI tools (Claude, ChatGPT) to accelerate PRD generation, user story drafting, and backlog synthesis improving team velocity and spec quality.
- ▶ Increased application submission rates by 30% and reduced applicant drop-off by 10% through iterative, data-informed UX improvements.
- ▶ Introduced advanced ATS filtering, AI-assisted reporting, and predictive analytics, boosting recruiter decision quality and efficiency.
- ▶ Achieved a 12% increase in user satisfaction scores; designed modular architecture to support future AI feature expansion at scale.

MillerKnoll *Apr 2024 – Feb 2025*

Associate Product Manager (Contract)

Supported Salesforce platform modernization and international system integration for a global office furniture and design leader.

- ▶ Led product requirements and stakeholder coordination for the migration from Salesforce Classic to Salesforce Lightning, improving user adoption and platform performance across the organization.
- ▶ Managed integration of a newly acquired Mexican subsidiary into Salesforce, replacing their legacy POCCA system; defined data mapping, user workflows, and acceptance criteria across cross-border teams.
- ▶ Collaborated with Sales, Operations, and IT stakeholders to document business requirements, prioritize backlog items, and ensure on-time delivery of sprint milestones throughout both initiatives.

T1V 2018 – 2023

Senior Product Manager | QA Manager

Led cross-functional teams across product strategy, delivery, and quality assurance for an interactive display technology company. Managed roadmaps, backlogs, release cycles, and stakeholder relationships across the full product portfolio.

- ▶ Reduced custom Story project development time by 83% by conceiving and leading the Story Editor product — a self-service content creation tool for customers.
- ▶ Led Story product relaunch to QT codebase, cutting standard development time from 6–8 weeks to 2 weeks.
- ▶ Drove 18% increase in ThinkHub sales via A/B-tested onboarding features informed by user research and business data.
- ▶ Built in-app knowledge base and feedback tool, achieving a 27% reduction in support calls.
- ▶ Increased product demos by 40% through an internal sales demo tool enabling remote demos from anywhere.
- ▶ Conducted customer interviews leading to new product modules that drove a 20% increase in retention and NPS.
- ▶ Fostered cross-functional alignment (Sales, Marketing, Design, Dev, Engineering, Support) resulting in 10% user growth for the T1V App.

Compass Group / Signature Consultants *Mar 2016 – Dec 2017*

Senior Functional Analyst | Team Lead (MyFinance)

Delivered strategic leadership for the MyFinance P&L project supporting Google, managing requirements, test cases, and stakeholder communications from inception through deployment.

- ▶ Led JAD sessions to integrate Waterfall and Agile methodologies across multi-vendor delivery teams.
- ▶ Introduced automated QA standards using Telerik Test Studio and Smart Bear Test Complete.
- ▶ Authored technical user manuals, configuration docs, and system reports for MyFinance and Webtrition.

Velocitor Solutions *2012 – 2016*

Product Manager | QA Manager | Corporate Trainer

Progressed through three roles — Corporate Trainer, QA Manager, and Product Manager — building expertise in mobile/web product delivery, quality assurance, and stakeholder reporting.

- ▶ Managed Agile and Waterfall mobile/web projects of all sizes, maintaining budget adherence and on-time delivery.
- ▶ Promoted QA best practices enterprise-wide; created and executed test plans across all SDLC phases.
- ▶ Designed and delivered nationwide software training programs for non-technical sales professionals.

ADDITIONAL EXPERIENCE

Director of Training & Support · Subject Matter Expert · Support Desk — Impact Technologies Group, Charlotte, NC | 2008–2012

Mutual Funds Lead Representative — Bankers Trust Company, Des Moines, IA | 2007–2008

Personal Banker — Wells Fargo Bank, Des Moines, IA | 2005–2007

EDUCATION & CERTIFICATIONS

Bachelor of Arts, Political Science (Minor: Finance)

The Ohio State University, Columbus, OH

Product Certifications:

Certified Product Owner (CPO) · Certified Scrum Master (CSM)

Scrum Alliance

Product Management Certifications:

Product Management · Go-to-Market Strategy · AI

Product Management · Claude AI Development

The Product School