WARREN SMITH

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EXPERTISE

Product Strategy

AI/LLM Development

Data-Driven Decision-Making

Startup Incubation & Growth

Consensus Building

SaaS Development

Digital Transformation

Go-to-Market Strategy

Competitive Differentiation

P&L Management

Team Development

Performance Optimization

Platform Architecture

AI Governance & Ethics

Investor & Board Relations

Operational Scalability

Market Expansion Strategy

Change Management

EDUCATION

MASTER OF SCIENCE
Massachusetts Institute of Technology
2024 – 2026

CHIEF PRODUCT OFFICER
MIT Professional Education
2024 – 2026

MBA
Master of Business Administration
University of Maryland

BBA
Bachelors of Business Administration
Frostburg State University

CAREER SUMMARY

Innovative executive leader with 25+ years of experience in product development, AI-driven innovation, and startup incubation. Proven track record of scaling high-growth companies, leading AI/ML-driven product development, and building performance-based, cross-functional teams. Adept at consensus-driven leadership, market positioning, and driving revenue growth in complex, data-centric environments.

PROFESSIONAL EXPERIENCE

FRACTIONAL CHIEF PRODUCT AND TECHNOLOGY OFFICER   DEC 2024 – PRESENT
Self Employed

Executive owner of product strategy, technology leadership, and operating model design for startups and mid-market SaaS companies, accountable for scaling teams, delivery execution, and outcomes from concept through growth.

Scope of Leadership

- Owned end-to-end product and technology strategy in partnership with founders, CEOs, and boards
- Designed and scaled cross-functional product, data, and engineering organizations across discovery, delivery, and operations
- Established operating cadence, decision frameworks, and governance models to align product, engineering, and GTM teams
- Set success metrics, OKRs, and executive reporting to manage priorities and trade-offs at the leadership level

Selected Impact

- Led organizational design and delivery of a role-based AI marketing platform for a Fortune 100 financial institution, aligning product, engineering, and stakeholders to reduce campaign cycle time by 94 percent and operating costs by 45 percent
- Directed a multi-team re-architecture initiative for a Fortune 500 data provider, governing prioritization, sequencing, and investment decisions that improved latency by 54 percent and cost efficiency by 32 percent
- Built and operationalized a global AI platform by standing up delivery teams, technical standards, and cross-functional coordination across IoT, ERP, and analytics, increasing fault detection accuracy by 21 percent

PRODUCT AND TECHNOLOGY LEAD   JUL 2025 – PRESENT
Contract

Executive owner of product strategy and technology direction for Adept EPR AI, an AI-driven compliance and forecasting platform.

Leadership Scope

- Defined product vision, roadmap, and success metrics across core compliance, analytics, and AI workflows
- Established product operating model, prioritization, and roadmap governance
- Led cross-functional teams and partners, owning scope and trade-off decisions
- Owned pricing and packaging across three SaaS tiers aligned to GTM goals

Impact

- Delivered an MVP in under two months supporting 40+ jurisdictions
- Launched a white-label platform serving 5,000+ members
- Integrated AI-driven forecasting tied to revenue milestones
- Positioned the company for seed funding and international growth

TECHNOLOGIES

AI/ML & Data Science
NLP, LLMs
Predictive Analytics
Sentiment Analysis
Entity Recognition
RAG
Vector Databases (Pinecone, Weaviate, Qdrant), LangChain, Prompt Engineering, Model Fine-Tuning, Embedding Models

AI Product Tooling & Ecosystem
OpenAI API, Hugging Face, Anthropic Claude, Meta LLaMA, MLflow, PromptLayer

SaaS & Cloud Platforms
AWS, Azure
Snowflake, Google Cloud

Agile & Lean Startup
Scrum, Kanban, Product-Led Growth, OKRs, Continuous Discovery, Design Thinking, Outcome-Based Roadmapping

DevOps & Security
Docker, Kubernetes, CI/CD, OWASP, MITRE ATT&CK, GitOps, Grafana, Prometheus, RBAC, SOC 2 / ISO 27001 Compliance
MITRE ATT&CK

THOUGHT LEADERSHIP

Substack
AI, Product Strategy, and Market Innovation

Medium
Product Coalition, Bootcamp

Moderator: Strategies for Eliminating Forced Labor in Your Supply Chain
July 2024

PROFESSIONAL EXPERIENCE

HEAD OF PRODUCT   APRIL 2020 – NOVEMBER 2024
Interos, Inc

First product hire responsible for building, scaling, and leading the product organization and operating model for an AI-driven enterprise supply chain risk management platform.

Organizational Leadership
- Built and scaled a 40+ person organization across product management, design, and research, including hiring, mentoring, and performance management
- Designed the product org structure, team charters, and ownership model as the company scaled from early-stage to enterprise
- Established product governance, roadmap planning, and OKR frameworks used across product, engineering, marketing, sales, and customer success

Product and Cross-Functional Impact
- Partnered with data science and engineering leadership to translate complex ML outputs into usable, customer-facing insights
- Governed prioritization and sequencing of enterprise features including analytics, compliance, and visualization
- Worked with marketing and sales leadership on enterprise positioning, adoption programs, and customer expansion strategy

VICE PRESIDENT OF PRODUCT   FEBRUARY 2010 – APRIL 2020
General Atlantic

Served as first product hire across six venture-backed startups in large private equity emerging markets portfolio. Built and led teams that transformed early concepts into SaaS products meeting aggressive ARR and valuation targets.

Key Achievements:
- Developed MVPs and scaled engineering/product teams for six ventures
- Defined product strategy, pricing, and roadmaps aligned with investor targets
- Partnered with marketing and GTM teams to deliver measurable M&A results
- Helped multiple ventures achieve successful funding rounds and acquisitions

Representative Companies:
- hCentive: Grew ARR from $8M to $20M and market share from 20% to 40%
- WellZone: Built consumer health platform reaching 250K users
- Tiatros: Integrated IBM Watson AI and supported $15M Series A funding
- NowSecure: Consolidated multiple security tools into a unified SaaS platform

DIRECTOR OF PRODUCT   OCTOBER 2005 - FEBRUARY 2010
Network Solutions

Effectively directed a matrixed team of product managers, engineers and designers to incubate and launch 3 new products: design, ecommerce and online marketing, growing overall revenue from $100M to $300M in only 4 years while reducing headcount from 700 to 300. During my tenure, the company was acquired and sold by General Atlantic.

KEY ACCOMPLISHMENTS

2 Unicorn Exits: Scaled Interos and hCentive to $1B+ valuations.

AI/ML Expertise: Led LLM, NLP, and predictive analytics initiatives to drive AI-powered risk and security solutions.

3 Patents: Contributed to cutting-edge innovations in supply chain risk assessment, network security, and revenue optimization.