

NATE DRYER

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SUMMARY

Product manager specializing in agent quality. Built the evals, triage pipeline, and risk-based escalation to human QA for a live assistant pilot, raising instruction following from 70% to 88%. 10+ years in healthcare and enterprise SaaS, including \$1M in annual support savings.

EXPERIENCE

Product Manager, Agent Quality (Contract)

Mar 2026 – Present

Stealth AI Startup | Los Angeles, CA

- Developed an LLM judge evaluation with human spot checks to score grounding and instruction following in live multimodal guidance; refined prompts and system instructions to raise instruction following from ~70% to ~88%.
- Built an agentic triage pipeline that automatically routed 75% of 400 monthly pilot reports and escalated ambiguous or high-risk cases to human QA, saving an estimated 94 hours per month.
- Led 16 discovery interviews with founders to validate the beachhead persona and willingness to pay, prioritizing 6 of 20 features for alpha.

Product Consultant

Oct 2022 – Mar 2026

Independent | Los Angeles, CA

- Delivered \$375K in annual savings across two small-business customers by building an LLM-based workflow automation in Python for customer intake, task routing, and support issue triage and follow-up.
- Pilot tested and red-teamed early Open Interpreter builds, using evaluation workflows to assess response quality, grounding, safety, and task completion.
- Facilitated AI literacy seminars for Cincinnati Public Library patrons, translating AI concepts into practical use cases for community users.

Product Manager, Collaboration Tools

Jan 2021 – Nov 2022

Lyft | San Francisco, CA

- Founded Lyft's first cross-functional Collaboration Tools team, bringing together 10 partners across product, design, engineering, IT, and business to improve communication and coordination for distributed teams.
- Led company-wide user research on communication, knowledge sharing, and internal tooling pain points, building the case for a \$500K investment and ongoing roadmap funding for Collaboration Tools team.
- Built real-time presence integrations with Google and Slack APIs, giving distributed teams clearer visibility into working location, availability, and remote status during the shift to hybrid work.
- Launched an asynchronous collaboration platform for distributed teams, increasing pilot-team velocity 11% sprint over sprint by improving access to team context, updates, and working agreements.

Senior Product Manager, Mobile & Enterprise Tools

Mar 2018 – Dec 2020

Verint | San Francisco, CA

- Led post-merger consolidation of 7 legacy mobile apps across Verint, ForeSee, and OpinionLab into Experience Mobile, creating a unified mobile experience for Verint's Experience Management platform.
- Grew active mobile users 178%, from 18K to 50K, while expanding mobile reach from 20% to 70% of the enterprise product portfolio.
- Saved a \$3M Nordstrom renewal by shipping mobile case management features two weeks ahead of deadline, prioritized through a customer council with major retail accounts.
- Drove 40% of all platform authentication through enterprise SSO within 90 days, reaching approximately 48K users.

Product Manager, Mobile Patient Portal

Mar 2017 – Mar 2018

McKesson | Emeryville, CA

- Grew Patient Portal monthly active users 35%, from 4.1M to 5.5M, by improving onboarding, front-end flows, and self-service account management.
- Cut annual Patient Portal support costs by \$1M by analyzing support call drivers, identifying root causes, and redesigning onboarding around self-service.
- Expanded mobile self-service by shipping appointment scheduling and prescription refill workflows for the Mobile Patient Portal.
- Gave 1M+ patients access to records across unaffiliated healthcare systems by shipping Health Summary Viewer, a SMART on FHIR app for clinical data exchange.

User Experience Analyst

Jan 2015 – Mar 2017

McKesson | Emeryville, CA

- Led discovery with CIOs, directors, patients, and provider stakeholders through surveys, monthly roundtables, focus groups, and usability testing, surfacing access and usability needs for older adults.
- Established a repeatable research and analytics process across Patient Portal and Provider Portal work, turning findings into roadmap priorities with product, design, and engineering partners.

Senior Business Analyst

May 2009 – Dec 2014

Fifth Third Bank | Cincinnati, OH

- Launched Fifth Third's first native iOS and Android mobile banking apps in 2011, replacing a white-label experience and establishing the bank's native mobile product line.
- Expanded the mobile portfolio with 5 major product launches over 4 years, helping scale mobile banking to 1M+ users by 2015.
- Grew mobile check deposit to \$100M in annual deposit volume within 3 years of launch and helped shift mobile delivery from quarterly Waterfall releases to monthly Agile/Scrum releases.

SKILLS

AI/ML: Agentic Workflows, LangChain, Temporal, LLM Evals / Scoring, HITL QA Pipelines, Model Grounding & Safety, Red Teaming, Python / API Automation, GenAI

Product Management: Product Strategy, UX Research & Usability Testing, Native Mobile Apps (iOS/Android), Roadmapping, Agile/Scrum, Data Science & Statistics, Product Analytics

Healthcare & Enterprise: EHR/EMR & RCM Platforms, Healthcare Interoperability (FHIR), Patient Portals, Enterprise SaaS, SSO / Identity, B2B Integration

CERTIFICATIONS

AI/ML: Career Essentials in Generative AI (Microsoft & LinkedIn), Artificial Intelligence Foundations (Machine Learning)

Product Management: Pragmatic Marketing (PMC Level II), Lean Six Sigma Yellow Belt, ITIL V2 Foundation

EDUCATION

Bachelor of Science in Business Administration, Information Systems | 2009

Xavier University | Cincinnati, OH