TAYLOR BUSH

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Product Manager with 3+ years of experience building AI, automation, and SaaS products at scale. Key contributor to Paradox AI's growth to a unicorn exit acquired by Workday. Specialized in LLM-powered product development, cross-functional execution, user research, and go-to-market delivery. Known for high-ownership leadership in ambiguous environments and driving AI-powered improvements that increase efficiency, adoption, and business impact.

EXPERIENCE

Product Manager   *Paradox AI (Acquired by Workday), Scottsdale, Arizona | January 2025 - Present*
- Lead the development of an agentic AI help assistant, transforming a routing-based support widget into a task-executing system; analysis of 29,000+ interactions informed automation that drove a 40% adoption increase, 30% deeper engagement, and 60–80% time savings on routine recruiting tasks
- Partner with Product Leadership to drive multi-quarter roadmap strategy across four product areas, balancing competing priorities to deliver high-visibility internal and customer-facing initiatives that modernized legacy systems and scaled self-serve capabilities.
- Drive new LLM feature development using Langfuse and user cohort analysis to identify gaps, improve model performance, and enhance user experience
- Oversee an internal self-service content and workflow builder, owning end-to-end roadmap planning, engineering alignment, release timelines, and GTM preparation
- Collaborate with Prompt Engineering, Data Science, and AI teams to refine prompt patterns, evaluate model outputs, and deliver measurable improvements across Core and GenAI-based product capabilities

Associate Product Manager   *Paradox AI, Scottsdale, Arizona | August 2023 - January 2025*
- Led the consolidation of the Care Onboarding portal into the CMS, unifying two legacy systems into a single, scalable workflow that enabled document uploads, AI-powered response generation, mass approvals, and real-time syncing, reducing onboarding friction, improving adoption, and modernizing the Care experience as part of the Sunset Legacy initiative
- Led ideation, development, delivery cycles across multiple AI-powered, user-facing workflows, supporting conversational AI features end to end
- Partnered with Engineering to improve development lifecycles by building a centralized prioritization model for enhancement submissions, resource allocation, and cross-functional decision making
- Managed experiment design, product analytics, and A/B testing to identify performance gaps and drive user-experience improvements across platforms
- Led customer research to inform roadmap refinements across personalization, context awareness, and AI-driven content delivery

Senior Product Content Specialist   *Paradox AI, Scottsdale, Arizona | October 2022 - August 2023*
- Partnered with Global Fortune 500 clients to customize enterprise conversational AI flows, ensuring brand alignment and quality across high-volume interactions
- Monitored product performance (completion rates, sentiment, model accuracy, intent classification) to identify optimization opportunities and inform roadmap decisions
- Created product best-practice documentation used by internal teams and external partners
- Collaborated with Product, Engineering, and Design to translate customer requirements into launch-ready experiences and shape early feature definitions
- Led KPI analysis (adoption, revenue per product, implementation time) to validate feature success and inform product direction

EDUCATION

Bachelor of Science in Business Administration, MIS & Marketing
Northern Arizona University | April 2021