

PETE TRUJILLO

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AI Product Manager & Governance Strategist | AIGP Certified | NIST RMF & ISO 42001

PROFESSIONAL SUMMARY

AIGP-Certified AI Strategy & Governance Leader. I help traditional enterprises deploy ambitious AI products safely by architecting "Guardrails as Code." With 15+ years of experience at Microsoft and Nuance, I bridge the gap between technical innovation and regulatory requirements (NIST AI RMF, ISO 42001) to ensure AI investments are compliant, auditable, and profitable.

- **Safe AI Deployment:** Operationalizing NIST AI RMF and ISO 42001 to de-risk AI roadmaps.
- **Governance Architecture:** Building Human-in-the-Loop (HITL) and Explainable AI (XAI) systems.
- **High-Velocity Delivery:** Proven ability to accelerate release cycles (20% latency reduction) while maintaining strict compliance standards.

CORE CAPABILITIES

- **Governance Frameworks:** NIST AI RMF, ISO 42001, EU AI Act, AIGP, Algorithmic Impact Assessments (AIA).
- **Risk Engineering:** Human-in-the-Loop (HITL), Red Teaming, RAG Architecture, Privacy (FERPA/COPPA).
- **Tech Stack:** Python (Torch/Flask), SQL, Tableau, Power BI, Jira, Azure DevOps, LangChain.

EXPERIENCE

DOUBLELUCKY AI | Simi Valley, CA | Principal AI Product Architect (Pro Bono) | Oct 2025 – Present

- **Shipped Full-Stack AI Solutions:** Partnered with Monarque Solutions to architect and deploy a Privacy-First AI Voice Coach and ROI Risk Calculator, specifically designed to handle sensitive employee data safely.
- **Operationalized NIST AI RMF:** Authored the complete governance suite, including Privacy Impact Assessments and data flow diagrams, ensuring a "trust-by-design" deployment with zero data retention.
- **Quantified Technical Risk:** Engineered algorithms to model the "invisible" costs of employee burnout, creating a defensible logic layer that validated the business case for caregiver investments.

PURDUE UNIVERSITY | Remote | AI Governance Researcher | Aug 2024 – Dec 2025

- **Architected "Glass Box" AI:** Built a production-ready "AI Tutor" using RAG architecture and Python, integrating a proprietary "Dual-Axis" scoring engine (Correctness vs. Ethics) to solve the "Black Box" problem.
- **Operationalized Regulatory Compliance:** Mapped FERPA and COPPA requirements directly to technical controls, implementing Role-Based Access Control (RBAC) to ensure compliance by design.
- **Proposed State-Level Policy:** Authored the "Blueprint for Powering California's AI Future (BP2030)," advocating for mandatory NIST AI RMF adoption in state agencies to mitigate energy and privacy risks.
- **Conducted GenAI Impact Assessments:** Authored a comprehensive Risk Assessment for InWorld AI (Gaming NPCs), mapping risks of deepfakes and bias to the EU AI Act to create a defensible governance roadmap.

MICROSOFT | Remote | Senior Product Manager, AI & Analytics Solutions | 2022 – 2024

- **Managed \$100M+ AI Portfolio:** Directed the roadmap for 10+ B2B analytics product lines, aligning feature delivery with Microsoft's "AI-First" strategy for 100+ Fortune 500 clients.
- **Accelerated Release Velocity:** Orchestrated the delivery of 100+ features and bug fixes in 2023, achieving a 20% reduction in latency by prioritizing performance backlog items alongside new capabilities.
- **Led High-Stakes Lifecycle Governance:** Orchestrated the strategic End-of-Life (EOL) retirement of a legacy on-premise product, reducing maintenance costs by 20% while migrating clients to secure SaaS platforms.
- **Generated \$200K Net-New Revenue:** Designed and launched custom data feed frameworks for enterprise clients, transforming raw data logs into a monetizable, compliant premium feature.

NUANCE | Agoura Hills, CA | Senior Product Owner, Insights & Analytics | 2017 – 2022

- **Reduced Risk via HITL Design:** Spearheaded the beta launch of "Nina Coach," a Human-in-the-Loop solution that routed low-confidence AI predictions to human experts, reducing escalation rates by 9%
- **Boosted Fraud Model Accuracy:** Provided analytical oversight for Nuance Gatekeeper (Biometrics), identifying adversarial "bot spamming" patterns to retrain models and improve fraud detection safety.
- **Standardized Technical Competence:** Founded "Project Pegasus," a structured training program to upskill 10+ analysts on UX and analytics, reducing presentation build time by 15%.
- **Slashed Manual Labor by 60%:** Revolutionized the Voice of Customer (VOC) workflow by implementing NLP text-mining pipelines, automating transcript coding and accelerating strategic insight delivery.

J.D. POWER | Westlake Village, CA | Senior Manager, Consumer Research | 2010 – 2017

- **Directed Product Launch Strategy:** Championed consumer journey mapping and persona research across 30+ automotive product launches (including Early Buyer Feedback studies), providing data-driven feature recommendations that increased client ROI by 3%.
- **Established Thought Leadership:** Served as a strategic advisor to Fortune 100 C-suites, presenting high-impact insights at industry conferences; led multi-method research (text mining & focus groups) on generational trends to shape enterprise decision-making.
- **Innovated with Biometrics:** Led early adoption of facial recognition and eye-tracking research methodologies to deepen consumer sentiment analysis beyond traditional surveys.
- **Established New Revenue Streams:** Designed and shipped the firm's first real-time intercept survey product and a behavioral consulting line, generating over \$150K in combined new revenue in Year 1.

EDUCATION

Master of Science in Artificial Intelligence Management & Policy | Purdue University (Dec 2025)

- **Graduate Certificates:** Foundations in Artificial Intelligence; Applied Data Analytics
- **Capstone:** Explainable AI Instructional Prototype & Governance Framework – Built transparent RAG-based AI Tutor with dual-axis scoring (correctness + ethics) and embedded FERPA/COPPA controls

Bachelor of Science in Consumer Affairs | California State University, Northridge, (May 2010)

- **Focus:** Consumer Law, Public Policy, & Behavioral Economics. (Foundational training in regulatory frameworks and consumer protection rights).
- **Internship:** Los Angeles County Dept. of Consumer Affairs – Designed operational work intake process flows and defined technical requirements for a modern digital complaint system.

CERTIFICATIONS

- AI Governance Professional (AIGP) – **IAPP**
- ISO/IEC 42001 Lead Implementer – **PECB (In-Progress)**
- Certified SAFe 6 Product Owner/Product Manager (POPM) – **Scaled Agile**
- Certified Scrum Product Owner (CSPO); Certified Scrum Master (CSM) – **Scrum Alliance**
- Advanced AI Agents & AI for Product (AIPC) – **Product School**

PORTFOLIO

- <https://petetrujillo.com>
- <https://doublelucky.ai>