

PETE TRUJILLO, MSAI AIGP

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SENIOR AI PRODUCT MANAGER & GOVERNANCE STRATEGIST

AIGP-Certified Product Leader who bridges the gap between aggressive AI innovation and rigorous safety compliance. Accomplished Senior PM with a track record of supporting \$100M+ in enterprise revenue at Microsoft and Nuance. Expert in operationalizing NIST AI RMF and ISO 42001 frameworks into the SDLC to unblock high-risk AI deployments. Skilled at architecting "Guardrails as Code"—blending technical RAG architectures, Human-in-the-Loop workflows, and Agile delivery to ship compliant, scalable AI products.

CORE COMPETENCIES & TECH STACK

AI Governance: NIST AI RMF, ISO 42001, EU AI Act, AIGP, Privacy Impact Assessments, Red Teaming • **Product Strategy:** AI Lifecycle Management, Agile/SAFe, Roadmap Planning, End-of-Life Strategy, ROI Modeling

AI Orchestration: RAG Architecture, LangChain, LangFlow, LLM Tuning (Gemini/OpenAI), Python, SQL, Tableau, Power BI • **Risk Engineering:** Human-in-the-Loop (HITL), Explainable AI (XAI), Data Privacy (FERPA/COPPA), Auditing

PROFESSIONAL EXPERIENCE

Morrison Associates, Ltd. Feb 2026 – Present

AI Product Architect · Grief Responsive Leadership | Contract | Remote

- Building a suite of AI-powered workplace grief support tools — organizational impact simulator, manager empathy training, bereaved employee navigator, and digital remembrance system
- Translating clinical frameworks into product architecture, phased roadmap (POC → Alpha → Beta → GA), and working prototypes
- **Privacy-first by design:** ephemeral conversations, crisis detection, and Human-in-the-Loop escalation for high-sensitivity user interactions involving vulnerable populations

Ascend Learning Jan 2026 – Present

Analytics Product Consultant | Contract | Remote

- **Led 16-Stakeholder Discovery Sprint:** Conducted structured 1:1 interviews across Product, Client Services, and BI teams; applied NLP-assisted Python transcript mining to synthesize decision patterns, risks, and opportunities
- **Defined Missing Metrics Architecture:** Scoped novel computed variables including Student Struggle Index, Remediation Efficiency, and Cohort Pacing Velocity for developer-ready specification
- **Delivering High-Fidelity Analytics Blueprints:** Authoring prioritized backlog of analytics specifications to guide engineering execution across Tableau and GenAI integration roadmap

Independent AI Consulting Sep 2025 – Feb 2026

AI Solutions Consultant | Freelance | Remote

- Built four AI-powered tools for a B2B caregiving workforce advisory firm: financial risk calculators and empathy training tools with zero data retention and privacy-first architecture
- Delivered complete technical documentation suite — model cards, privacy architecture specs, Trust-by-Design data flow diagrams, and operations manuals — operationalizing NIST AI RMF into each product

Purdue University Aug 2024 – Dec 2025

Graduate Researcher & AI Governance Architect | Remote

- **Built Production-Ready AI Tutor (Python/RAG):** Designed multi-agent platform with FERPA/COPPA compliance — RBAC, configurable data retention, and Human-in-the-Loop dispute workflows. Named Purdue faculty exemplar project.
- **Authored NIST AI RMF Governance Suite:** Privacy Impact Assessments, Trust-by-Design data flow diagrams, and risk mitigation controls mapped to regulatory requirements
- Conducted EU AI Act/Hiroshima Process risk assessment for InWorld AI: mapped deepfake and bias risks, creating a defensible governance roadmap

Microsoft Aug 2022 – Jul 2024

Senior Product Manager, AI & Analytics Solutions | Remote

Led product strategy for the Nuance Mix conversational AI portfolio, supporting 100+ Fortune 500 clients across \$100M+ in annual revenue.

- **Managed \$100M+ AI Portfolio:** Directed roadmap for 10+ B2B analytics product lines, shaping Nuance Mix/Copilot Studio migrations and delivering 100+ features in 2023 with 20% latency reduction
- **Led End-of-Life (EOL) Governance:** Orchestrated retirement of legacy on-premise analytics product; reduced maintenance costs 20% and licensing expenses 8%; secured \$250K renewal through governance-aligned roadmap transparency
- **Drove +14 Point NPS Lift:** Championed Voice of the Customer program integrating telemetry and defect data, prioritizing backlog items that directly addressed user friction; improved client retention 12% in Year 1
- **Accelerated Delivery by 25%:** Unified distributed engineering teams (US, EU, Asia) under cohesive Agile framework via JIRA/Azure DevOps

Nuance Communications (Acquired by Microsoft) Jun 2017 – Aug 2022

Senior Product Owner, Insights & Analytics | Agoura Hills, CA

Led Human-in-the-Loop innovation strategy for enterprise conversational AI platforms.

- **Reduced Risk via HITL Design:** Spearheaded beta launch of Nina Coach — a Human-in-the-Loop solution routing low-confidence AI predictions to human experts; reduced escalation rates 9% and handle times 8%; contributed to \$2M RFP wins
- **Slashed Manual Labor by 60%:** Implemented NLP text-mining pipelines to automate VOC transcript coding; freed analysts to focus on strategic interpretation over data wrangling
- **Drove 17% CSAT Increase:** Deployed AI analytics consulting for a major telecom client using root cause analysis and multivariate testing with a 12-person team
- **Applied WSJF Prioritization:** Used Weighted Shortest Job First framework to align feature backlog to customer value, accelerating delivery of highest-impact items

J.D. Power Jun 2010 – Jun 2017

Senior Manager, Consumer Research & Analytics | Westlake Village, CA

Led consumer analytics and market intelligence for Fortune 100 clients.

- **Launched \$100K+ Product Line:** Designed and shipped the firm's first real-time intercept survey product, validated via A/B testing, establishing a recurring revenue stream in Year 1
- **Resolved Critical Data Crisis:** Directed emergency resolution of a critical study error, preserving client trust and securing \$250K annual program renewal via transparent methodology education
- **Established \$150K Revenue Stream:** Launched behavioral analytics consulting product with journey mapping across 30+ launches, increasing client ROI by 3%

EDUCATION

Purdue University Dec 2025

Master of Science, Artificial Intelligence Management & Policy | GPA: 4.0

Capstone: "Explainable AI Instructional Prototype & Governance Framework" • Graduate Certificate, Applied Data Analytics

California State University, Northridge

Bachelor of Science, Consumer Affairs

CERTIFICATIONS

- **Certified AI Governance Professional (AIGP)** | IAPP
- **Certified SAFe® 6 Product Owner/Product Manager (POPM)** | Scaled Agile
- **Certified Scrum Product Owner (CSPO) & ScrumMaster (CSM)** | Scrum Alliance
- **AI for Product Certification (AIPC) & Advanced AI Agents** | Product School