

Courtney Ko

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SUMMARY

Product manager and builder focused on developing data-driven, user-centric systems across AI, developer platforms, and internal tooling. Experience leading 0→1 products, optimizing user workflows, and driving measurable impact through automation, experimentation, and cross-functional collaboration.

EXPERIENCE

AI Valley

Sep 2025 – Present

Chief Operating Officer

- Scaled a 0→1 developer community to 5,000+ engineers and founders by identifying user needs and designing high-signal technical programming (hackathons, workshops, events).
- Defined and executed product strategy for community growth, improving activation, engagement, and retention through structured onboarding and event experiences.
- Led cross-functional execution across sponsors, partners, and internal teams to deliver multi-sided platform value (builders, sponsors, and organizers).
- Partnered with AI infrastructure companies to drive real-world API adoption through hands-on product experiences.
- Launched and scaled San Francisco's largest all-women AI hackathon (500+ registrations), improving accessibility and participation in technical communities.

NVIDIA

Oct 2025 – Present

Business Analyst, Automation & Systems

- Identified high-friction manual workflows and built automation solutions to improve operational scalability across EMR and sales order processes.
- Built an end-to-end sales order automation system with a self-serve UI, reducing processing time from 2 hours to 30 minutes (75% reduction) and enabling 3+ team members to independently generate orders.
- Developed Python-based workflows to transform Salesforce CLI license request data into structured sales order inputs, reducing manual effort and improving process consistency.
- Created AI-powered case summarization workflows that reduced data analysis time from 1 week to 1.5 hours (90% reduction), significantly accelerating EMR investigation and resolution.
- Partnered with cross-functional stakeholders to translate operational pain points into internal tools, improving efficiency, reducing repetitive work, and driving team-wide adoption.

Pearle (AI Travel Platform)

Mar 2025 – Sep 2025

Founder / Product Lead

- Built and launched a 0→1 AI-powered group travel platform, defining product vision, roadmap, and core user flows.
- Designed AI-driven features including an itinerary generation system using LLM APIs and structured data pipelines.
- Conducted user research and iterated on product experience, driving 3.9K+ itinerary generations during private beta.
- Delivered MVP in 10 weeks by prioritizing high-impact features and coordinating engineering execution.

TipBrightly

Nov 2024 – Oct 2025

Product Manager

- Shipped real-time analytics dashboard (Python, SQL) reducing reporting latency by 96%.
- Built AI-driven churn prediction model using behavioral signals to flag at-risk accounts.
- Designed and ran A/B experiments optimizing onboarding and activation, increasing NPS to 78.

Founding Product Manager

Jun 2020 – Aug 2021

- Led 0→1 platform redesign driving 919% transaction growth (\$9.7K → \$99K).
- Owned payments systems, role-based permissions, and transactional workflows with guardrails preventing revenue leakage.
- Built instrumentation to track activation, revenue growth, and retention metrics.

Career Exploration – South Korea & Asia

Mar 2023 – Sep 2024

Independent Product Prototyping & Advisory

- Built early-stage AI prototypes exploring LLM-based workflows and automation opportunities.
- Advised on operational systems and user workflows for international education services.

Wells Fargo

Aug 2021 – Mar 2023

Design Producer (Product Design Program Manager)

- Led delivery for API and SDK platforms across 10+ stakeholders, improving developer experience and integration workflows.
- Standardized 100+ API documentation assets across 25+ products, reducing friction in developer onboarding.
- Drove cross-functional alignment between product, engineering, and design to improve usability and system clarity.

SKILLS

Product: Product Strategy, Roadmapping, Experimentation, User Research, A/B Testing

Technical: Python, SQL, LLM APIs, NLP Pipelines, API/SDK Integrations, Workflow Automation

Systems: Salesforce, SAP, AWS, Jira, Figma

EDUCATION

M.A. Psychology, San Francisco State University

B.S. Cognitive Science, University of California, San Diego