

DAVID LI

AI Implementation Consultant | AI Workflow Transformation | Technical Product Delivery

Open to work in the U.S. with Green Card | davidgoahead2020@gmail.com | (515) 708-4249 | [Portfolio](#) | [Chat](#) | [LinkedIn](#)

PROFESSIONAL SUMMARY

AI implementation and product professional translating ambiguous business needs into practical workflows, technical requirements, testing plans, and launch-ready solutions across regulated insurance, travel, fintech, enterprise platforms, and IoT. Led partner platform launches generating \$23M+ in sales, owns Adobe/AEM migration roadmap for 14 white-label sites and D2C modernization, and designed an AI underwriting assistant concept for AI-enabled RiskOps workflows.

PROFESSIONAL EXPERIENCE

Travelex Insurance Services, A Zurich Company | Technical Product Manager | 2024/6 - Current

Global travel insurance platform across D2C, partner, white-label, and API/platform channels

- Led 0-to-1 launch and growth of the Costco Travel Insurance white-label platform, driving \$23M+ in sales and 150% growth in six months while reducing operational costs by 20%+.
- Own Adobe/AEM digital transformation roadmap migrating 14 white-label sites and D2C experiences from Drupal to a modern front-end and analytics platform, targeting \$1M annual cost reduction.
- Led Zurich AI Hackathon concept for an AI-powered underwriting assistant that analyzed chat data to infer intent, predict next actions, and support AI-enabled RiskOps workflows.
- Translated partner, legal, compliance, analytics, QA, and engineering needs into epics, user stories, acceptance criteria, and launch readiness plans.
- Implemented Canada cookie consent capabilities, balancing privacy, compliance, UX, analytics measurement, and sales impact.

Mutual of Omaha | Product Manager | 2021/4 - 2024/5

Fortune 500 insurance company | Enterprise workflow automation platform

- Optimized content auto-assembly platforms for 3,000+ users and millions of policyholders, reducing operational costs by 5% within one year.
- Improved platform efficiency by 10% across content assembly, letter generation, and dispatch workflows, increasing adoption across 50+ teams.
- Conducted 11 VoC interviews and A/B testing to validate workflow improvements, increasing engagement by 30% and satisfaction by 15%.

REaCH | Product Manager | 2020/4 - 2021/4

Startup | IoT dashboard product with medical and environmental wearable sensors

- Led an 11-person team to build a 0-to-1 IoT wearable dashboard for firefighter health and safety monitoring.
- Helped secure \$1.5M in funding by demonstrating product-market fit, operational impact, and a scalable product roadmap.
- Conducted 50+ interviews and field tests across 22 fire stations to validate needs, refine usability, and improve reliability.

Panda Restaurant Group | Area Manager | 2015/6 - 2019/12

\$20M multi-unit business | 14 stores | 250+ employees

- Oversaw operations and P&L; for 14 stores, leading 250+ employees and improving KPI ranking from #187 to #7 nationwide.
- Drove digital adoption with UberEATS, increasing sales by 15% to \$20M annually and improving multi-unit operating efficiency.

EDUCATION

- Georgia Institute of Technology - M.S. Computer Science, Machine Learning specialization, in progress
- University of Nebraska-Omaha - M.S. Management Information Systems
- Iowa State University - M.S. Hospitality Management
- Keuka College / Tianjin University of Science & Technology - B.S. Business Administration

CERTIFICATIONS

Machine Learning Specialization, DeepLearning.AI / Stanford | Certified Product Manager, Product Manager Accelerator | Certified Scrum Product Owner, Scrum Alliance | Professional Scrum Master I, Scrum.org | AWS Cloud Practitioner, Amazon Web Services

SKILLS

AI & Transformation	AI workflow design, use-case discovery, process redesign, agentic workflow concepts, AI underwriting assistant, automation strategy
Digital Transformation	Adobe Experience Manager, Drupal migration, white-label modernization, roadmap ownership, UX reimagination, analytics readiness
Product & Delivery	Requirements, PRD, user stories, acceptance criteria, Jira, UAT, launch readiness, stakeholder alignment