

Sean Kanamori

Product Strategy & Roadmapping | AI-Enabled Experiences | Platform Modernization | Operational Scale
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PROFESSIONAL SUMMARY

Product leader with 15+ years of experience defining strategy, owning roadmaps, and building scalable products across marketplaces, internal platforms, CX systems, automation, and operations technology. Proven track record leading cross-functional teams to deliver AI-enabled products, modernize platforms, improve efficiency, and drive business growth. Skilled at turning ambiguous problems into clear product direction and shipping high-impact solutions across support, safety, logistics, payments, and self-service experiences.

CORE COMPETENCIES

Product Leadership:

Product Strategy • Roadmap Development • Prioritization • OKRs • Stakeholder Alignment • Business Case Development

Execution & Delivery:

Cross-Functional Leadership • Agile Development • Experimentation • Platform Modernization • GTM Partnership

AI & Data:

Conversational Experiences • Workflow Automation • Analytics • KPI Development • SQL • Tableau • Vertex AI • Gemini

Platforms & Tools:

Salesforce • Zendesk • Kustomer • Amazon Connect • Twilio • LaunchDarkly • Jira • ClickUp • Figma

Operations, Risk & Compliance:

Voice of Customer • Service Operations • Agent Tooling • Self-Service • Knowledge Systems • Process Optimization
Trust & Safety • GDPR • CPRA • PCI • HIPAA • FERPA

PROFESSIONAL EXPERIENCE

Senior Product Manager

HopSkipDrive | 2022 - 2025

Led strategy, roadmap, and execution for internal tools, CX platforms, and mobile experiences across support, safety, and operations at a highly regulated youth transportation marketplace serving families, schools, and caregivers.

- **AI Search & Automation::** Launched an AI-powered internal search experience using Vertex AI and conversational UI to unify knowledge repositories, significantly accelerating information access for agents.
- **Mobile Product Leadership:** Directed the redesign of a mobile app supporting over 200,000 monthly trips, resulting in increased engagement and reduced error rates through iterative design and real-time experimentation.
- **Safety & Risk Management:** Launched an enhanced real-time safety alerting system that reduced incoming alert case volume by 20–50% through improved data triggers, prioritization logic, and better user interfaces.
- **Platform Strategy:** Defined product strategy for driver tools and safety-critical features, focusing on accessibility and operational reliability for vulnerable populations.
- **Support Optimization:** Implemented in-app chat functionality, which decreased wait times and boosted productivity for support teams.
- **Platform Modernization:** Migrated legacy Rails support tools to a modern React-based agent workspace, improving usability, accelerating iteration cycles, and reducing context switching.

Director of Product

Ring (an Amazon Company) | 2017 - 2022

Owned internal CX tooling, content platforms, and admin tools for a global smart-home device business, supporting millions of consumers through email, phone, chat, and digital self-service.

- **Strategic Leadership:** Managed and mentored a cross-functional team of product managers, program managers, and content writers, driving performance and professional development.
- **AI Implementation:** Led the launch of the Solvvy AI chatbot, achieving a 75% self-service success rate across 5 million annual queries, demonstrating successful AI integration at scale.
- **Scale & Infrastructure:** Launched a new Amazon Connect IVR system managing over 5 million annual voice calls, enhancing both user experience and operational efficiency.
- **Operational Performance:** Improved first-contact resolution rates by 9% by re-platforming agent tools and delivering intuitive knowledge systems.
- **Content & Localization:** Owned global CMS and Knowledge Base platforms serving 11M+ monthly views, driving content strategy, translation, and localization for consistent, trustworthy delivery worldwide.
- **Revenue Generation:** Built a PCI-compliant inside sales tool enabling agent upselling, generating \$24MM in new annual revenue.

Senior Product Manager

YP Holdings, LLC | 2014 - 2017

Managed the roadmap for revenue-critical internal tools and sales/customer platforms at a leading advertising company, securing revenue through strategic automation of accounting and CX workflows.

- **Revenue Protection:** Guided the product roadmap for internal and customer-facing platforms protecting \$750MM in advertising revenue.
- **Systems Integration:** Led the integration of Zuora billing and Salesforce to automate accounting and customer experience systems, enhancing overall operational efficiency.

Director, Product Management

GameFly, Inc | 2003 - 2014

Led product strategy for the operational backbone of a video game subscription pioneer, managing critical back-end systems for finance, fraud, and logistics to enable high-growth scale.

- **Business Scaling:** Scaled fulfillment operations from 1 to 6 distribution centers through strategic leadership and systems development.
- **Operations Enablement:** Oversaw all customer service tools and back-end systems for finance, fulfillment, and fraud detection, ensuring scalable operations.
- **FinTech Implementation:** Introduced PCI-compliant payment systems and launched a CRM for support to enhance compliance and customer experience.

EDUCATION

B.A., Physics

University of California, Los Angeles

Scrum Master Certified

SCRUMStudy