

JARED DONOHUE

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PROFESSIONAL EXPERIENCE

Amazon.com, Inc. [Alexa Echo Show](#)

2023 - present

Senior Product Manager - Technical

- Launched new conversational A.I. user experience to internal Beta users on Alexa screened devices, leveraging LLMs to greatly improve Alexa’s multimodal question-answering capabilities.
- Launched new question-answering user experience shown on Alexa screened devices, achieving 6.0/7.0 customer satisfaction score in an external user study. This UX is shown to Alexa customers over 100M times per month.
- Increased Alexa screen interaction from 0.5% to 2.5% in 9 months by launching new on-screen exploratory content and improving the design of on-screen elements to facilitate more natural screen interaction.
- Established a culture of trustworthy experimentation across my organization, scaling yearly experiments run from 5 to 50, creating repeatable experiment design process, hosting experiment design reviews, successfully handling overlapping experiments, and aligning on organizational launch criteria metrics.

Amazon.com, Inc. [AlexaAnswers.amazon.com](#)

2020 - 2022

Product Manager - Technical

- Increased monthly contributing users from 5,000 to 40,000 in 12 months by launching and scaling new marketing channels (free search, mobile app, email) and improving product conversion rates through A/B experiments.
- Increased conversion rate by 40% through the completion of 10 online A/B experiments to test new first-time user experiences and personalization features.
- Became “voice of the customer”, directly responding to customers on a public discussion board, reviewing all customer feedback emails, and completing 3 user research surveys. I shared customer insights to the entire team through monthly email reports, and I visibly incorporated them into the product roadmap.

Amazon.com, Inc. Alexa A.I. Natural Language Understanding (NLU)

2017 - 2020

Software Development Engineer

- Built over 20 full-stack web application features for Alexa NLU model storage and model deployment.
- Built new AWS service to route experimental NLU machine-learning models to NLU runtime hosts, enabling multiple NLU model variants to be tested simultaneously.
- Built new DynamoDB caching layer for Alexa NLU model storage, speeding up new model deployments by 30%.

EDUCATION

Columbia University, Fu School of Engineering and Applied Science

Expected 2025

M.S. in Data Science

- Coursework: Exploratory Data Analysis and Visualization, Probability and Statistics for Data Science, Statistical Inference and Modeling, Applied Causal Inference, Machine Learning for Data Science, Design and Analysis of Online Experiments, Applied Research Methods, IoT: Intelligent and Connected Systems, Startup Fundamentals

George Mason University, Volgenau School of Engineering

2016

B.S. in Computer Science

Cum Laude

- Undergraduate Teaching Assistant for CS 310: Data Structures.
- Engineering Peer Mentor.

RESEARCH INTERESTS

Research Methods; Causal Inference; Applied Data Analysis; Sports Injury Prevention; Urban Swim Water Quality; Internet of Things.

SKILLS

- **Software Engineering.** Strong foundation in software engineering principles, system design and programming. Able to contribute, assist and earn trust from engineering teams. Most used technologies: Java, Python, R, JavaScript, HTML, CSS, Shell Scripting, Git/GitHub, AWS.
- **Online Product Experimentation.** Expert in designing and analyzing single- and multi-treatment randomized control trials (A/B tests) to inform meaningful improvements to digital products. Deeply interested in causal inference and experimental techniques. Experienced using Frequentist and Bayesian statistical methods.
- **Product Development.** Experienced in the end-to-end product development lifecycle for web and digital electronic products, from ideation and design through launch and impact analysis. Experience creating customer experience mocks using Figma, incorporating design thinking principles and human-computer interaction. Proven track record of increasing user engagement, retention, and revenue through data-driven strategies and experimentation.
- **User Research.** Skilled at interpreting customer feedback and behavioral data to drive informed product enhancements. Experience designing and analyzing user surveys using Qualtrics.
- **Data Analysis.** Expert at using SQL to derive actionable insights from complex datasets, creating visually-stunning business intelligence dashboards, and building data pipelines.
- **Leadership.** Inspiring leader who earns trust from team members and leadership by using the products I work on, having tons of customer empathy, setting clear business goals, and empowering teams to achieve outstanding results.
- **Communication.** Excellent written and verbal communication skills for driving consensus, presenting findings, highlighting new strategic opportunities, and summarizing key business information for technical and executive audiences.