SPENCER HERRICK

San Francisco, CA ▪ hello@spencerherrick.com

PROFESSIONAL EXPERIENCE

Grammarly, San Francisco, California *2021 - 2024*

Senior Product Manager, AI

- Personalization product lead, building end-to-end machine learning driven contextualization features for an AI writing assistant serving over 30 million active users.
- Spearheaded 0 -> 1 product innovations including mobile keyboard, reading and summarization tools, and audience detection, driving a 50% increase in volume of suggestion engagement across premium users.
- Drove the development of user style and voice distillation by leveraging natural language processing (NLP) models to deliver hyper-personalized writing suggestions and text generation.
- Led the investment and adoption of context signal modeling for improved upgrade targeting. Since launch, initiative has created $30 million in cumulative 12-month new bookings.

Uber (via Postmates acquisition), San Francisco, California *2018 - 2021*

Senior Product Manager

- Represented the opinions of 60 million UberEats users across 30+ countries as the ratings and reviews product owner working to position UberEats as the social authority on food recommendations.
- Led multi-million dollar Yelp content integration to display ratings, reviews, and dish photos throughout the UberEats mobile and web experiences.
- Built and launched Postmates real-time courier tracking system. Using strategic intervention tools combined with ML-assisted prioritization, saved +10,000 deliveries/year that would have otherwise failed.
- Implemented and automated order placement and refund tools. Saved over 5 million dollars in annual operating costs and significantly improved customer retention with ML-driven LTV models, dynamic policy structure, and bot-assisted workflows.

GearLaunch, San Francisco, California *2017 - 2018*

Product Manager

- Expanded sophisticated eCommerce platform with over $100 million annual GMV. B2B2C product including personalized white-label storefronts, plug-and-play payment processing, automatic order fulfillment and shipping, and best-in-class customer service.

AP Logic, San Luis Obispo, California *2015 - 2017*

Director of Operations

MINDBODY, San Luis Obispo, California *2013 - 2015*

Project Manager

Large Hadron Collider, Genève, Switzerland *2012*

Experiment Researcher

EDUCATION

California Polytechnic State University, San Luis Obispo, CA

Bachelors of Science in Physics, Magna Cum Laude