

HENRY ROBINSON

Mountain View, CA | me@henryrobinson.net | 650-336-5190 | [LinkedIn](#) | [Website](#) | [Substack](#) | [GitHub](#)

Product leader with 20+ years building marketplaces, operational platforms, and AI agent systems from \$0→\$240M. I excel at complex, multi-party products where transaction orchestration, workflow automation, and intelligent routing create competitive moats. Deep expertise in B2B marketplaces (eBay, Ariba: 1M+ participants), operational SaaS platforms (Xtime: 7,500 locations), and production AI systems (LLM orchestration, conversational agents, RAG, Evals). Currently building AI agents while seeking to apply my platform expertise to transform how businesses coordinate complex workflows.

PROFESSIONAL EXPERIENCE

VoiceLegacy Inc. – *Founder and Solopreneur*

2025 – Present

AI-Native Conversational Legacy Preservation Platform

- Designed and implemented 6 specialized AI agents (Collaborator, Memory Keeper, Story Extractor, Memory Weaver, Biographer, Portal Designer) with event-driven pipelines for downstream processing
- Built LLM evaluation framework with automated quality testing using judge models
- Implemented model selection per task: Opus for complex reasoning, Haiku for extraction, Sonnet for conversation—optimizing cost/quality trade-offs across the system
- Architected production system with pgvector embeddings for semantic retrieval, 40+ database migrations, encryption for sensitive data
- Created comprehensive documentation system (tiered by update frequency) sufficient to onboard engineering team
- Full-stack execution: React/TypeScript frontend, Node.js/Express backend, PostgreSQL, Firebase auth, Stripe payments

LUCID MOTORS – *Lead AI Product Manager (3-Month Contract)*

2025

AI Powered Service Operations Platform

- Led development of an AI-powered service scheduling system that increased service center capacity utilization by 30%, reduced service wait times by 3 days, and decreased administrative scheduling time by 70%
- Implemented ML feedback loop achieving < 15% prediction error rate with continuous model improvement
- Spearheaded mobile routing optimization increasing field technician productivity by 30%

GENERATIVE AI LEGAL STARTUP EXPLORATION – *Co-Founder*

2023 –2025

Generative AI LegalTech Startup

- Led product discovery for legal AI market, identifying \$1B opportunity through user research with 20 lawyers across employment and patent law practice areas. Validated product-market fit for AI-powered solutions through rapid prototyping and iterative testing.
- Achieved finalist ranking (top 10 of 75+ teams) at Norwest “Anything but Chatbots” LLM Hackathon, developing patent automation solution that leveraged OpenAI API to analyze existing patents against proposed ideas
- Conducted user interviews with lawyers, identifying automation pain points that informed product roadmap prioritization
- Developed patent automation solution, building a Minimum Viable Product, validating technical feasibility

SINGULARITY LABS – *Head of Product*

2022-2023

Enterprise VR Training Platform w/Biometrics

- Refined product strategy and accelerated roadmap development for VR work simulation platform with ML-based Biometric Analysis
- Designed 1- to 2-hour virtual training, cut into 15-minute segments and successfully completed pilot deployments with hedge fund and major furniture retailer
- Implemented Agile development framework plus requirements gathering and discovery processes

InsureTech Marketplace

- Responsible for hiring and mentoring Product Managers, leading product discovery and analytics process and driving new business initiatives.
- Enhanced core B2B product by adding new health-plan comparison toolkits along with integration capabilities and deeper reporting – contributing to 50% YoY revenue growth to \$40M.
- Launched remarketing campaign to convert lukewarm B2B leads into B2C customers, achieving a 2.5% conversion rate (with minimal effort) to new accounts estimated at ~\$500,000 LTV.

XTIME (Acquired by Cox Enterprises) – *Principal Product Manager*

2014 – 2021

Leading Automotive Dealer Operations SaaS Platform

- Led product management for mobile app suite, building the mobile product category from zero and scaling to 25% of total market share, driving the In-Dealership Automotive Service Experience
- Built, trained, and managed 2 Scrum teams totaling 18 people, including product managers, engineers, QA analysts, and UI/UX designers – responsible for features, functionality, and packaging
- Turned around a struggling legacy product (Xtime Engage), taking the reins for research, product development, and relaunch – growing customer base from 150 to 2,500 users out of an addressable market of 7500
- Orchestrated global rollout of innovative DTC payment tool, enabling consumers to approve and pay for vehicle repairs online for the first time
- Led COVID-19 response initiative to rapidly develop and deploy a free product suite that enabled contactless service operations, proving crucial to keeping dealerships open while maintaining social distancing

ARIBA (Acquired by SAP) – *Senior Product Manager*

2010 –2014

B2B Marketplace and SaaS Platform Supporting Fortune 1200 and 1 million sellers

- Served as the head of product for Ariba Discovery, an upstart B2B ecommerce Platform within this longtime leader in spend-management technology (ultimately acquired by SAP)
- Launched The Ariba Integration Connector powered by Dell Boomi solution to reach and onboard nearly 1M sellers onto the Ariba Network
- Developed and managed partnerships with Dell Boomi, Oracle, and Microsoft for outsourced development and professional services, supporting Ariba Cloud Solutions

eBay Inc. – San Jose, CA

2007 – 2010

Category Manager, Automotive

- Oversaw category strategy, product management, marketing, pricing promotions, and business development for eBay Motors Auto Parts & Accessories, generating \$2B in incremental GMV annually
- Directed product launches and UX enhancements, including \$8M platform redesign, driven by sales analytics, site metrics, consumer outreach, and community input
- Enhanced search functionality by defining world's first C2C auto parts compatibility engine
- Patented algorithmic solution to show eBay.com listings from international sellers when exchange currency rates are favorable (US Patent 8429020)

EDUCATION**AI Product Academy by Dr. Marily Nika (Google)** - AI Product Management Bootcamp & Certification*Comprehensive bootcamp with capstone project and pitch to VC Panel***Dartmouth Tuck School of Business** – Hanover, NH*MBA: General Management***Purdue University** – West Lafayette, IN*MS Mechanical Engineering: Simulation & Computer Graphics Software Development**BS Mechanical Engineering*