

KEN ST. CLAIR, III

 [/in/kenstclair](https://www.linkedin.com/in/kenstclair)

678 755 4337
kenstclair@gmail.com

With 7 startups and 15+ years of experience, Ken started work writing software, moving into sales and client support, and finally evolving into UX and product leadership.

His breadth of experience uniquely situates him to develop company strategy and orchestrate all teams involved in the development and sale of B2B services.

Carnegie Mellon University
Human-Computer Interaction, Masters
2018

Georgia Institute of Technology
Computer Science, Bachelors of Science
2008

Leadership

people management, employee development, product management, strategy, soft influence, mentorship

Speaking

sales pitching, live demos, webinars, public speaking, training delivery, moderation

Design

experience design, interaction design, low-fidelity prototyping, wireframing, ux research, interviewing, contextual inquiry, usability testing, a/b testing

Data

exploratory data analysis, data generation strategies, data for decision making ■

Text Affirmations Founder

Todos Santos, 2020-2022

A text messaging service promoting mental health. Bootstrap startup from scratch. Research, design, execution.

- Developed and managed a contract team. Led the design and implementation of the MVP, leading to initial user growth and insights.

Miso Robotics Head of Product

Los Angeles, 2018-2020

Executive management, company strategy, many-hat-wearing. Early-stage start-up. Building robots for commercial kitchens.

- Robot Launch. Led the redesign of Flippy and maintained timeline despite the arrival of the pandemic. Launched in White Castle. Led to 10x partnership growth.
- 0→1 Product Development. Led the 0→1 creation of a new product line, CookRight, from design sprint to first contract. Led development while landing the first contract of \$15m with Outback Stakehouses. Design, market analysis, prototyping, user testing, board delivery. Team of twenty-two.
- Network Operations Center. From scratch, created an internal tool for real-time monitoring and intervention of deployed robots. Reduced man-hours needed to monitor live robots by 5x and cost by >12x. Discovery, design, defining requirements, user research, executing roadmap, hiring. Team of four.
- Food Donations. Created the program to donate food cooked during testing to homeless shelters. Over 3,000lbs of food donated.

NASA Product Leader

Mountain View, 2018

Tools for launch site and spacecraft assembly with the Ames Research Center and Kennedy Space Center. Associated with Carnegie Mellon. Eight months, team of five.

- Critical Chokepoints. Through extensive user research, developed a set of critical chokepoints that slow the development of rockets and launch sites.

Facebook Product Solutions Manager

New York, 2014-17

AdTech. White glove consulting and monetization for Fortune 100 print and broadcast clients. During my tenure, the Audience Network maintained >200% YoY growth.

- Global Team Tracking. Created process and internal tools to track performance across east and west coast, London, and Singapore. Allowed our team to expand headcount when sibling teams were shrinking. Discovery, war room, process design, dashboard design, development, training. One year, team of three.
- API Productization. Focused a rough API into a client-friendly product. Reduced client implementation times from months to weeks. Shielded our engineering teams from client support. Trained fifteen global, non-engineering staff to independently support the API. Four months, army of one.

Further experience available on LinkedIn. ■