

Maura K. Randall

AI-NATIVE PRODUCT LEADERSHIP · AI PRODUCT STRATEGY · HUMAN-AI COLLABORATION DESIGN

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EXECUTIVE SUMMARY

AI-native product leader with 20+ years building enterprise platforms and the systems people use to work — at Atlassian, eBay, Yahoo!, and Condé Nast, serving tens of millions. Founder of AIGal.io, a public human-AI collaboration practice: the Human-AI Loop methodology (thehumanailoop.com), a working simulation (try.thehumanailoop.com), and a published library of frameworks earned in daily use. Deep experience leading platform teams at Atlassian (78M+ MAU), Yahoo! (50M+ MAU), eBay (\$1B+ marketplace launch), and Condé Nast, including a global PM team of 15 across three countries and time zones — the shape of team this era of AI product leadership demands — with a consistent record of 0 → 1 launches that scale to 1 → N. Two of those launches are patented. Trust earned across functions and cultures, and products designed around how people actually behave. Player-coach who leads teams while staying hands-on.

CORE EXPERTISE

AI Strategy & Product Leadership: Human-AI Loop methodology (Test → Build → Codify → Share), agentic system design, enterprise AI adoption and measurement, AI governance & guardrails, reusable AI capabilities

Product & Platform Leadership: 0 → 1 and 1 → N at platform scale, reusable primitives, experimentation culture, enterprise rollout & adoption

Global People & Culture Leadership: twenty years leading across borders as the default, not the exception — teams in Taiwan, Hong Kong, and the US; engineering in India and Ukraine; stakeholders from Sydney to Amsterdam. Raised in a Foreign Service family — "the new kid over and over" became the leader who builds trust fast in any room. Mentors PMs into senior leadership.

Stakeholder & Executive Communication: translating AI/LLM concepts for any audience, C-suite partnership, crisp narrative-driven alignment across large organizations

PROFESSIONAL EXPERIENCE

AIGal.io · Founder — The Human-AI Loop

JANUARY 2024 — PRESENT

Human-AI Collaboration Practice & Applied AI Product Development · Austin, TX

- Built a public practice for human-AI collaboration: a publication (aigal.io — AI literacy library, playbooks, comparative frameworks), a complete methodology (The Human-AI Loop: Test → Build → Codify → Share, at thehumanailoop.com), and a live simulation (try.thehumanailoop.com) where product leaders experience designed collaboration in five minutes
- Authored the AI on Our Teams Manifesto — eight guiding beliefs for ethical, transparent, human-centered AI collaboration — and published frameworks adopted by practitioners: "Rebuilding the Cockpit vs. Flying the Plane," "Collaborative Engineering vs. Prompt Engineering," "Not All AI Should Be Your Teammate"
- Recognized as an "AI-native product leader" by Tom Tsao, GVP at DocuSign — unprompted, based on published output and observed practice
- Applying the methodology to shipped products: Daily Fuel (GLP-1-friendly nutrition companion, in usability testing) and a growing suite of collaboration and team-dynamics prototypes, all public at maurakrandall.github.io
- Developed strategic point-of-view artifacts on enterprise AI transformation — internal-facing agentic systems, adoption strategy, and outcome measurement — for companies including Amazon, Netflix, Expedia, Toast, and UserTesting

Atlassian · Senior Group Product Manager

2018 — 2023

Community & Self-Help · San Francisco, CA (Remote from 2020)

- Led product for enterprise community and self-help platforms serving 78M+ MAU — built reusable platform primitives and cross-team standards inside a company transforming how it works; users engaged in community were 7x more likely to repurchase
- Secured funding through business-case development to triple the Community Engineering team, add surge engineering capacity through SoftServe (Ukraine) against committed dates, and bring in outside consultancy to pressure-test replatform decisions before spend
- Partnered with ML engineering on recommendation systems for the community feed; designed AI/ML integration strategy including sentiment analysis, proactive recommendations, and personalized guidance with evaluation routines and governance frameworks
- Built platform primitives adopted across teams — onboarding flows, self-service tooling, experimentation frameworks (A/B, multivariate, funnel) embedded org-wide; mentored PMs who advanced into senior leadership roles
- Described by engineering partners as having "a rare ability to distill complex stakeholder needs into clear, high-impact product ideas" through active listening and cross-functional alliance building

MKR Consulting · Founder & Principal

2015 – 2018

Product Consulting · New York, NY

- Owned full client engagement lifecycle for female-founded startups — discovery through launch and sustained adoption; 100% of clients secured initial funding, 50% accepted into competitive accelerators, one closed a multi-million dollar seed round
- Built for transfer, not dependency — enabling client organizations to operate independently after engagement

Condé Nast · Digital Managing Director (GM)

2010 – 2015

Lucky Magazine · New York, NY

- Recruited to lead digital transformation for a legacy print brand; piloted Condé Nast's first affiliate commerce program, first community platform, and an interactive iPad app — corporate later created central teams validating each
- Launched Lucky Contributors, winning MIN's Best Community awards (2013, 2014); grew digital presence to 2M+ monthly uniques with 4x social growth
- Navigated stakeholder alignment across editorial, tech, merchandising, and ad sales to deliver integrated experiences across content, commerce, and community

Yahoo! · Director of Product Management

2005 – 2010

Lifestyles, Shopping & Social Network · Media Business Unit / Entertainment · Sunnyvale & Santa Monica, CA

- Built Yahoo!'s first community-led UGC platform from concept to launch (0 → 1) — scaled to 14M users and \$40M revenue year one; launched lifestyle communities reaching 50M+ MAU
- Led community and social engagement features for Yahoo! Shopping, a CPC/CPA-monetized meta-search commerce destination and one of Yahoo!'s top revenue-generating properties — increased return visits and multi-click behavior, the engagement behaviors that convert directly to revenue under that model
- Led global PM team of 15 direct reports across Taiwan, Hong Kong, and the US — built trust across three cultures where teams disagree differently, build consensus differently, and need different kinds of context
- Pioneered Yahoo!'s shift from aggregation to original editorial content for a high-value audience (women 25–45), with revenue performance validating the model; partnered with Condé Nast & Hearst to bring premium editorial brands onto the platform
- Protected editorial integrity under commercial pressure — advocated for creators and preserved platform trust when leadership sought to suppress content

eBay · Sr. Global Product Manager

2004 – 2005

San Jose, CA

- Led cross-functional team launching Best Offer, eBay's first price negotiation platform (0 → 1) — powered \$1B+ in transactions year one; designed recommendation and pricing algorithms improving seller conversions by 4.7%
- Operated as a global PM by design: US PMs served as the voice of regional PMs across Europe and Asia, and Best Offer was built with an engineering team in India
- Designed for behavior change — studied how buyers and sellers feel about negotiation to build a product that changed marketplace dynamics

BrassRing (Kenexa/IBM) · Sr. Global Product Manager

2000 – 2003

Santa Clara, CA

- Built award-winning job-seeker platform earning WEDDLE's Users' Choice Awards (2001, 2002); delivered scalable SaaS recruiting solutions with candidate management workflows and ATS integration

PATENTS – ISSUED ON 0→1 LAUNCHES

Network-based commerce facility offer management methods and systems — US 8,160,928 · eBay, Best Offer

Computer user interface for a display screen — US D611,490 · Yahoo! · issued March 9, 2010

EDUCATION & AI COURSEWORK

George Mason University — B.A., Communications, TV / Video Production

Recent AI Coursework: Generative AI for Leaders, AI & the Future of Work, Trustworthy Generative AI, Advanced Data Analytics