

Matthew Merrill

TECHNICAL PRODUCT LEADER

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PROFESSIONAL SUMMARY

Technical product leader with 10+ years in product management and 20+ years across software engineering, engineering management, enterprise SaaS, and production AI. Launched Pluralsight Learning Paths, led cross-functional delivery of Stack Overflow for Teams Enterprise's cloud migration, and took Snappy from concept to a production AI-agent service. Connects customer discovery and product strategy with architecture, implementation, and reliable operations. Seeking a focused full-time role in technical product leadership.

SKILLS

Product: Product strategy and roadmaps; customer discovery; developer tools; enterprise SaaS; cross-functional delivery; stakeholder alignment; PM coaching and mentorship.

AI and platform: Agent orchestration; grounded retrieval; human-in-the-loop approvals; memory and context; APIs and integrations; observability; provisioning and release operations.

Engineering: Azure; AWS; Kubernetes; Docker; TypeScript/Next.js; Python; C#/.NET; SQL; Supabase/pgvector; Stripe; CI/CD.

PROFESSIONAL EXPERIENCE

GETLATEST AI | Co-Founder & Head of Product

Jul 2025-Present

- Took Snappy from concept to a production, multi-tenant AI-agent service, leading product strategy and systems architecture while remaining hands-on in implementation and operations.
- Defined self-service onboarding, subscription billing, dedicated customer infrastructure, persistent agent memory, and approval-gated workflows.
- Introduced health-gated canary and staggered releases, automated backups, version controls, and repeatable fleet operations.
- Worked across the customer portal, provisioning, runtime integration, and release automation using Next.js, Python, Supabase/pgvector, Stripe, AWS, Docker, and Vercel.
- Hosted AI events, workshops, and training sessions, translating agent concepts into practical guidance for technical and non-technical audiences.

STACK OVERFLOW | Senior Technical Product Manager

Stack Overflow for Teams Enterprise | Jul 2023-Apr 2025

- Led cross-functional delivery with nine software engineers and SREs to migrate Teams Enterprise from traditional data centers and per-customer virtual servers to Azure and Kubernetes, on time and within budget.
- Replaced one-at-a-time VM updates with containerized deployment, reducing infrastructure cost and release effort while improving update speed and consistency.
- Shipped AI Answers embedded in Stack Overflow content and a Slack integration grounded in each customer's private Stack Overflow knowledge base.
- Partnered with Sales, Marketing, Engineering, and executive leadership on roadmaps and investment priorities; mentored junior PMs in discovery, prioritization, and delivery.

PLURALSIGHT | Senior Product Manager

Sep 2015-Jun 2023

- Owned product strategy and end-to-end experience for Learning Paths, the customer homepage and dashboard, and the Author experience on a platform serving 1.5M+ learners worldwide.
- Launched Learning Paths, which became the most-used area of the Pluralsight platform and increased customer engagement and retention.
- Conducted hundreds of customer interviews and discovery sessions, combining qualitative and quantitative evidence to shape roadmaps and product decisions.
- Led cross-functional squads, typically five engineers and one designer, from discovery through launch and iteration; at times delivered customer improvements daily.
- Mentored new product managers, junior PMs, and interns in discovery, planning, stakeholder communication, and delivery.

CSC (CORPORATION SERVICE COMPANY) | Software Engineering Manager

Oct 2013-Sep 2015

- Managed co-located and distributed engineering teams building customer-facing enterprise products; owned delivery planning, technical quality, and stakeholder alignment.
- Improved collaboration through shared engineering standards, practice committees, mentoring, and career development.
- Partnered with product and business leaders on customer needs, requirements, resource plans, and dependable releases.

H&R BLOCK | Lead Software Engineer / Senior Software Engineer

Apr 2007-Oct 2013

- Architected an Azure-based web application serving 1M+ users, partnering with product management from concept and requirements through launch.
- Oversaw deployment and reliability for 10+ public websites; established development and quality practices and presented technical strategy to senior leadership.

BASIC COMPUTER SERVICES (TAXWORKS) | Software Developer

Sep 2001-Apr 2007

- Designed and delivered individual and professional tax products generating \$10M+ in revenue, partnering with product owners and stakeholders from concept through release.
- Built customer-facing web experiences and supported high-quality, on-time releases.

EDUCATION

Bachelor of Science, Computer Science | Weber State University

Ogden, UT | Emphasis in Software Engineering