

## Sam Bobo

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### WORK EXPERIENCE

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#### Microsoft Corporation (Formerly: Nuance Communications)

Senior Product Manager – Business and Industry Copilots (Microsoft)

August 2023 - April 2026

Principal Product Manager – Conversational AI Engines (Nuance)

September 2019 - July 2023

- Owned the Speech Suite product roadmap, Nuance's highest-grossing on-premise voice AI platform, shipping 24 releases to sustain \$125M+ in peak annual revenue across 1,800+ worldwide enterprise customers.
- Grew the D365 Contact Center voice gallery by 24%, adding expressive, customizable branded and standard voices with cross-lingual and local dialect coverage to improve CSAT across global markets, supporting 100M+ calls annually per customer.
- Championed the redesign of Nuance's speech engines into cloud-native microservices, directly laying the infrastructure foundation for Dynamics 365 Contact Center's debut and achieving 99.999% availability and 99.99% SLA.
- Made voice AI model customization accessible to customers across ASR, TTS, and NLU engines, enabling self-service fine-tuning for industry-specific terminology, delivering an average 23% accuracy improvement.
- Drove adoption of constrained speech recognition for enterprise Copilot development, reducing alphanumeric misinterpretation rates by 60% and cutting ASR word error rate by 50%, boosting self-service containment.
- Built three AI code-generation tools that automated Nuance-to-Microsoft bot migration for systems integrators, cutting migration effort and time by 75% at 96.3% accuracy.
- Translated complex AI capabilities into 20+ video narratives across multiple product lines, making the invisible imaginable for senior leadership, engineering, and enterprise customers, including external marketing vignettes ([youtube.com/watch?v=XuxNdBkYDWs](https://www.youtube.com/watch?v=XuxNdBkYDWs)).
- Explored agentic self-learning, memory systems, and behavioral fine-tuning for Contact Center AI agents using human-to-agent feedback loops that informed Microsoft's agentic AI roadmap.

#### TribalScale Inc.

Transformation Product Manager

January 2019 – September 2019

- Increased code quality while reducing development time by 50% for a new retirement planning tool for a major financial firm, launched and available to 1.6M users, through skill transfer, pair-programming, and engineering culture transformation.
- Exemplified thought leadership at a start up consultancy on Product Management best practices through curriculum creation, workshop facilitation, and blog publication, empowering teams to build and launch better products faster.

#### International Business Machines Corp (IBM)

Product Manager – Low-Code Applications & App Dev, IBM Watson Work

June 2017 – January 2019

Associate Product Manager, IBM Watson Work

June 2016 – June 2017

- Debuted a no/low-code collaborative app builder, while enacting a division-wide application development strategy to capture 17% of the serviceable market for IBM.
- Presented 5 on-stage sessions and 2 hands-on developer labs at major tech conferences globally on low-code app development.
- Formed and maintained an online developer community of 100+ customers/partners for knowledge sharing and open-source code contribution to strengthen loyalty among the client install base and deepen the developer ecosystem.

Relationship Manager, IBM Watson Ecosystem

May 2015 – June 2016

- Consulted 40+ leading technology start-ups in the Education, IoT, Healthcare, and Data Analytics industries from product design and implementation through revenue maximization, to solve new and evolving customer needs with natural language technology.
- Uncovered AI service usage patterns by analyzing 250k+ IBM Cloud developer environments to inform the creation of use-case based Starter Kits, reducing developer time to first working Watson-powered applications by 85%.

Software Solution Sales - Blue Spark Leadership Development Program, IBM Watson

August 2014 - May 2015

- Acquired, operationalized, and productized scholarly industry-specific content into corpora to augment natural-language models with domain-based ground-truth, improving accuracy in enterprise AI applications by an average of 18%.

### EDUCATION

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Harvard University, Extension School, Boston, MA

January 2022

Graduate Certificate: Innovation & Entrepreneurship

Emory University, Goizueta Business School, Atlanta, GA

May 2014

Bachelor of Business Administration: Information Systems & Operations Management | Double Major: Mathematics

### TECHNICAL SKILLS

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Product Management Practices: Agile, Lean, Responsible AI, Design Thinking, Systems Thinking, Consultative Selling, Product Evangelism

Programming Languages and Tools: Claude Code, Prompt Engineering, Figma Make, Azure DevOps, R, Python, JavaScript, Jupyter

### AWARDS

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Emerging Technologist Award, for applying state-of-the-art technology and innovative problem solving at Goizueta

2014

Dean's List, for academic performance in the top twenty percent

2014

### INTERESTS & WRITING

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Interests: Emerging tech, education, global travel, ninja warrior, swimming & diving, special needs community, board games

Writing: <https://medium.com/@sam.r.bobo>