

DREW BERMUDEZ

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Product manager at the interface of research and product, turning model research into shipped products.

EXPERIENCE

Microsoft — Copilot Studio, Applied AI & Research Redmond, WA
Product Manager II 2024 – 2026

- Product lead from research through launch for **Copilot Studio's first fine-tuned model** — post-training approach (DPO, SPO), data curation, evaluation, requirements, and rollout.
- Owned the **measurement layer for two production LLM services** (document RAG, NL-to-SQL): defined the online answer-rate metric and the preview/GA ship gates — pass rate, 90% groundedness, 80% recall@3, P95 latency.
- Raised answer rates **60% → 80%** and **68% → 80%** against a 75% GA bar with a rigorous quality roadmap and a daily quality cadence across research, data science, engineering, and product; earned a **140%-of-target** annual rewards outcome.
- Grew evaluation coverage from ~775 to **12k+ queries** with a question-categorization taxonomy so offline test sets mirrored production traffic and predicted online impact; originated the **semantic telemetry** workstream behind it.
- Shipped **multimodal images-in-files**, **code interpreter**, **agent web browsing**, and Graph RAG retrieval; won platform commitments against training on customer data, **unblocking \$10M+ ARR** in deals with key strategic customers.

MBA Product Management Intern, Copilot AI — **1 of 8 MBA PM interns globally**; led the launch of an LLM-based B2B product. 2023

Arbr — AI coding platform 2023 – 2024
Founder

- Founded a cloud AI coding platform using **reinforcement learning to make GPT-3.5/4-era models reason through agentic workflows**, before reasoning models existed; pivoted toward agents for SaaS migrations.
- Raised a pre-seed with **six-figure institutional commitments** and a term-sheet-stage lead; reached **final rounds of the Sequoia and Neo accelerators**; wound down after the CTO's departure, returning all capital.

Humatics — RF positioning for robotics Waltham, MA · 2021 – 2022
Application Engineer

- Worked with the CEO and SVP of Sales on product-market fit for a novel RF positioning system, driving a company-wide sales pivot; ran the technical sale and pilot for a multinational customer generating **>25% of annual revenue**.

Seegrid — autonomous mobile robots Pittsburgh, PA · 2018 – 2021
Implementation Engineer · Field Engineer · Quality Control Technician

- Oversaw **15+ deployments over \$5M** for F100 customers including Amazon, GM, Tesla, and UPS; led engineering for a demo to the USPS CEO and Board of Governors that converted to a **>\$20M contract**.

EDUCATION

Yale School of Management — MBA; Dean's Scholarship, Diaz Nesamoney MBA Scholar, Greenberg Scholar 2024

Carnegie Mellon University — BS, Mechanical Engineering; II-VI and Frank Scholarships; Robotics Club 2017

TECHNICAL & COMMUNITY

Evaluation	Test-set design and coverage, rubrics and automated graders, offline↔online validation, groundedness and retrieval metrics, shadow and A/B testing, ship-bar definition
Modeling	Post-training (DPO, SPO), fine-tuning data curation, RAG and Graph RAG, LLM APIs; Python, SQL, TypeScript / React, C++, agentic coding (Claude Code, Codex, Cursor)
Community	Co-founder, CMU Tech & Entrepreneurship (CMU's largest alumni community, 10k+ members) and the Yale SOM AI Association; guest lecturer on startup pitching, CMU MBAs; invited speaker, Yale Responsible AI Conference