

EBENEZER A. NKRUMAH

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SUMMARY

Product Manager with experience building and launching consumer, cloud, and AI products across Expedia Group, Apple, Microsoft Azure, and ServiceNow. Led products from problem definition through launch, including developer APIs and data integrations adopted by 150 enterprise customers and driving 30% usage growth in eight months. Experience spans personalization, recommendations, search, experimentation, and AI-powered products.

SKILLS

Product Strategy · Roadmap Development · 0-to-1 Product Development · Rapid Prototyping · Customer Discovery · A/B Testing & Experimentation · AI/ML Product Development · Search & Recommendation · AI Evaluation · KPI & Metrics Design · Data Analytics · APIs & Platform Products · Go-to-Market Strategy · Cross-Functional Leadership

EXPERIENCE

EXPEDIA GROUP

Seattle, WA

Product Manager – Personalization & Recommendations

August 2026 to Present

- Own product strategy and roadmap for Trip Completion personalization and recommendations, helping travelers discover and add relevant products and services to their booked trips.
- Partner with engineering, data science, and analytics to develop and evaluate recommendation experiences across discovery, ranking, and experimentation.

SERVICENOW

Santa Clara, CA

Senior Product Manager Intern

May 2025 to August 2025

- Defined positioning and GTM strategy for Developer Sandboxes, AI-ready automated environments for app development, creating discovery and overview assets that reduced onboarding friction and clarified product value in automation and AI provisioning.
- Built a globally adopted enablement hub that consolidated pricing, demos, FAQs, and technical documentation for Developer Sandboxes, increasing asset discoverability and giving sales a single source of truth for positioning, objections, and use-case fit.

MICROSOFT CORP.

San Jose, CA

Technical Product Manager

April 2020 to February 2024

- Led end-to-end development and launch of developer-facing connectors and APIs for Kafka, PostgreSQL, and Azure Data Explorer, partnering with engineering from PRD through release.
- Grew adoption to 150 enterprise customers and 30% usage growth in eight months by using product telemetry, customer feedback, and growth metrics to prioritize roadmap investments.
- Prioritized and scoped capabilities including managed identities, private endpoint connections, and role-based access control (RBAC) to address enterprise security and connectivity requirements.
- Drove GTM and post-launch customer success for Azure Stream Analytics, coordinating sales, marketing, and engineering to accelerate adoption, resolve high-severity issues, and improve retention.

APPLE INC.

Cupertino, CA

Software Engineer

August 2017 to April 2020

- Built test automation frameworks, scripts, and data dashboards for MacBook QA, scaling device coverage from 1 to 5 configurations and improving defect resolution visibility during the Apple Silicon transition.
- Managed bug tracking and release operations across MacBook Air, Pro, and Mini and partnered with Engineering Program Managers to prioritize fixes and release readiness for the largest Mac architecture transition in over a decade.

APPLE INC.

Cupertino, CA

Software Engineering Intern

May 2016 to August 2016

- Developed automated reliability testing for macOS and iOS, contributing to the strategic adoption of CloudKit over Core Data, improving performance by 20%.
- Collaborated with Apple engineers to implement ad-hoc and regression testing frameworks, enhancing data integrity and bug isolation across Apple's ecosystem.

TECHNICAL TOOLS

Python · SQL · PostgreSQL · pgvector · OpenAI API · FastAPI · React · Git · Figma · Cursor · Claude Code

EDUCATION

EMORY UNIVERSITY, GOIZUETA BUSINESS SCHOOL

Atlanta, GA

M.B.A., Strategy, Finance

May 2026

FISK UNIVERSITY

Nashville, TN

B.A., Mathematics and Computer Science

May 2017

- Erastus Milo Cravath Full-Ride Presidential Scholarship
- Member: Phi Beta Kappa Honor Society, Mortar Board Honor Society, Talented Tenth Leadership Program

PROJECT

Vybemoves - AI Movie Search and Recommendation App (vybemoves.com, [GitHub](#))

- Conceived, built, and launched an AI-powered movie discovery platform enabling natural-language search across a catalog of 900K+ movies.
- Built a multi-stage AI-native search and recommendation pipeline using OpenAI embeddings, pgvector semantic search, hybrid retrieval, personalization signals, and GPT-4o reranking on a FastAPI, React, and PostgreSQL stack.
- Designed search quality evaluation frameworks and A/B tests across Fast, Smart, and Hybrid search modes, leveraging NDCG, Precision, Recall, MRR, ground-truth evaluation, and LLM-as-a-Judge scoring to measure and improve retrieval and ranking performance.

CERTIFICATIONS

- Leadership and Management Certificate Program — Wharton Online, September 2019
- Certificate in Project Management — Cornell University, July 2019
- HBX CORE: Business Analytics, Economics for Managers, and Financial Accounting — Harvard Business School Online, May 2019