

# CHRISTOPHER CARTER

## AI Product Manager

chris@designdream.is • (512) 549-9274 • Austin, TX  
howdycarter.com • linkedin.com/in/howdycarter

---

AI Product Manager with 17+ years shipping products at the intersection of LLMs, agentic AI, and full-stack engineering. Currently VP of Product, AI at JPMorgan Chase — owning product strategy for AI solutions across Voice, Machine Learning, Fulfillment, and Archive Services on a \$76B platform serving 80M+ consumers. Shipped 100+ AI components to production. Won Microsoft's 2023 Global Hackathon. Collaborated with OpenAI on LLM integrations before ChatGPT's public release. Clients include Grammarly, Samsung, U.S. Army, and Southwest Airlines.

## SKILLS

---

**Product & Strategy:** Product Roadmaps, Cross-functional Alignment, OKRs, Stakeholder Management, Executive Communication, Go-to-Market Strategy, Data-Driven Decision Making, Agile/Scrum, Design Sprints, Systems Thinking

**AI & Engineering:** Python, JavaScript, TypeScript, React, HTML/CSS, SQL, Git, Large Language Models (LLM), RAG, Agentic AI, Deep Learning, Machine Learning, YOLOv8, Detectron2, Prompt Engineering, NLP, Voice UX, Conversational AI

**Design:** Figma, Design Systems, Design Tokens, Interaction Design, Information Architecture, User Research, Usability Testing, Accessibility (WCAG), Responsive Design, Prototyping, Motion Design

## EXPERIENCE

### Independent Practice

*Design & AI Consultant*

2018 – Present

- Design and build products for **Grammarly, Verizon, U.S. Army, U.S. Navy, Mercari, Indeed, Riot Games, Samsung, and Southwest Airlines**
- Built real-time object detection UIs using **YOLOv8 and Detectron2** for defense applications under NDA
- Led growth design and user research at Grammarly, driving product adoption through data-driven design and A/B testing
- Earned **\$200K+** across **59 projects** as an Expert-Vetted freelancer on Upwork

### JPMorgan Chase & Co.

*VP Product Manager, AI*

Jan 2026 – Present

- Own product strategy for AI solutions across **Voice, Machine Learning, Fulfillment and Archive Services, and Cash and Check** portfolios within Consumer & Community Banking (**\$76B revenue, 80M+ customers**)
- Define roadmaps and align cross-functional teams across ML, engineering, design, and compliance to drive **agentic AI workflows from 0 to production**
- Ship **100+ AI components** to production, leveraging **LLM Suite (250K+ employees, OpenAI + Anthropic)** within a **\$19.8B tech investment** targeting **1,000+ AI use cases**

*VP User Experience, AI*

Apr 2023 – Jan 2026

- Designed conversational AI and voice experiences for the firm's **Enhanced IVR and Agent Assist** initiative — one of JPMC's first generative AI production pilots
- Modernized legacy systems into component architectures as part of the firm's effort to **"fundamentally rewire the bank for the AI era"** (Jamie Dimon), supporting the vision of an **AI concierge for every customer**
- Drove AI literacy across the design org through weekly newsletter, AMA series, and 3-part workshop (LLM setup to production)

### Microsoft

*Lead Product Designer – Artificial Intelligence*

Jan 2022 – Feb 2023

- Won **Microsoft's 2023 Global Hackathon** (VS Canvas); shipped **20+ prototypes** spanning AI, ML, and computer vision. Collaborated with **OpenAI on LLM integrations before ChatGPT's public release**

- Launched **3 AI products** driving **20% engagement** and **25% satisfaction gains**; voice and chatbot design cut support inquiries by **70%** and raised satisfaction by **50%**

## Forevory

Director, Product and User Experience

Jan 2021 – Jan 2022

- Led product strategy for the #1 online memorial platform; drove **25% satisfaction increase**, **23% engagement increase**, and **12% churn reduction** through user research and data-driven design
- Delivered **15% revenue increase** and **30% team productivity gains** by defining an accessible, responsive product roadmap

## The Home Depot

Staff UX Designer → Sr. UX Designer, Enterprise UX

Dec 2018 – Jan 2021

- Defined UX vision and information architecture for Pro Xtra loyalty program: **2.4M+ users**, **\$20B+ in sales**, **\$100M incremental sales** in 2019
- Partnered with **30+ engineers** to build responsive enterprise selling channels and retire **15+ legacy systems**; presented to CEO and SVP

## Audi AG (Silvercar)

Lead UX Designer

Jul 2018 – Nov 2018

- Designed Audi Select luxury subscription service; delivered **10% satisfaction increase**. Featured in **CNET**, **The Verge**, **Forbes**, **Engadget**

## Earlier Career

- **Salesfusion** – Sr. UX Designer: Product vision contributed to SugarCRM acquisition. **SubCentral** – Design Lead: **\$150K seed funding**; clients included Tesla, Duolingo. **GiftCards.com** – Sole designer through **\$128M** acquisition

## LEADERSHIP

---

### AI Thought Leadership, JPMorgan Chase

- Originated “**human in control**” **AI framework** for the design organization. Created **AI Heartbeat Newsletter**, Monday AMA series, and **AI4Design Workshop** (3-part series). Championed code-first design system with agentic AI components

### Community & Design Leadership

- Led **Friends of Figma – Austin**. Mentored designers worldwide through **Interaction Design Foundation (IxDF)**. Worked with **Satya Nadella**, **Kevin Scott** (Microsoft), **Ted Decker** (Home Depot), **Sam Altman** (OpenAI)

## EDUCATION

---

**IDEO** – Designing Strategy – Uniting Rigor and Creativity (2021)

**IxDF – Interaction Design Foundation** – Certificate of Membership, Ivy League Design Education (2020–Present)

**Pittsburgh Technical College** – Associate’s Degree, Web Design and Interactive Development