

HARRISON MILLER

Technical Product Marketing for AI Infrastructure & Developer Tools | LLM Agents, RAG & Evals
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Summary

Engineer who sells and explains technical products to the people who buy them, building and selling production software since 2017 across aerospace manufacturing, media, fintech, and AI: mission-critical ERP at SpaceX, technical strategy for a **\$1B+ partner portfolio** at Google/YouTube (advising digital marketing leaders at **Disney and Netflix**), credit-bureau infrastructure at Bond, **quota-carrying sales** at Atrium, LLM systems since 2023, and a co-founded AI startup that tested its market thesis through customer discovery and outbound. Focused on **positioning and messaging, customer discovery, partner enablement, and technical documentation** for AI infrastructure and developer tools, with hands-on depth in agent evaluation, retrieval architecture, and MLOps/observability.

Work Experience

Independent AI Engineer

May 2023 – Present

A.Team network member and independent builder

Remote

Built and open-sourced three AI and ML systems as runnable proofs of concept (tests, CI) and designed a developer-experience product while living across Japan, China, Southeast Asia, Spain, Portugal, and Montenegro.

- **Legal RAG, Retrieval System** ([GitHub](#)): Architected and demoed a RAG system for legal research (FastAPI, Pinecone, Docker) with source-traceable answers, caching, rate limiting, and batch queries, covered by an offline test suite.
- **Conversational Emotion AI** ([GitHub](#)): Built a chatbot that reads emotional tone in real time (OpenAI GPT-4, Hume AI, Streamlit) and adapts its responses, extending a Yale thesis on human-computer interaction into a working product.
- **MLOps Observability Platform** ([GitHub](#)): Built an open-source reference platform for monitoring ML models: FastAPI serving, drift detection, schema validation, an MLflow model registry, and Prometheus and Grafana dashboards with alerting, covered by integration and end-to-end tests.
- **DevEx, API Adoption Surface (Design)**: Designed an embeddable live-request quickstart that gets a developer to a first successful API call without leaving the docs, built around time-to-first-successful-request, the step where API companies lose developers before they integrate; explored it as a standalone business.

Co-Founder, Mend

Mar 2026 – Oct 2026

Bootstrapped startup / [mendrcm.com](#)

Remote

Co-founded with a friend from Yale to test AI denial recovery for ABA (autism therapy) practices; wrapped in Oct 2026 when the market didn't move the way we needed.

- **Human-in-the-Loop Agents**: Architected and implemented agentic workflows that flag administratively fixable denials (expired authorizations, unit math, missing modifiers, code overlaps) inside payer appeal windows, designed so a credentialed ABA biller verifies each appeal before filing.
- **Vertical Discovery & Outreach**: Learned ABA revenue-cycle mechanics from scratch (CPT 97153/97155, the 8-minute unit rule, reauthorization cycles, payer-specific denial patterns) and ran a targeted account-based campaign to 10 Chicago-area ABA practices, offering a **free denied-claims audit**.
- **Low-Risk Offer**: Structured the offer to remove buyer objections up front, with no system access required, a signed BAA before any data, and contingency pricing.

AI Backend Systems, Agent Evaluation & RL Environments

Apr 2026 – Jun 2026

Bespoke Labs, via A.Team (vetted network, <1% acceptance)

Remote

Applied AI research lab building training and evaluation infrastructure for LLM agents.

- **Adversarial Task Design**: Authored 18 adversarial data-science challenges for high-performance LLM agents on a production-scale retail simulation, seeding realistic mess: **timezone inconsistencies** across regions, **currency-unit mismatches**, **misleading documentation**, and **biased training views**.
- **Eval Harness & Difficulty Tuning**: Graded and iterated each task on a proprietary evaluation harness to calibrate difficulty, keep prompts clean and unambiguous, and measure agent rollouts across progressively more capable models.
- **Reference Solutions & RL Environments**: Wrote reference-solution shell scripts and ran them locally and in the cloud against the platform's simulation environment and automated quality-check agents for RL evaluation.

Solutions Engineer

Jul 2022 – Apr 2023

Bond (acquired by FIS)

Remote

Embedded-finance infrastructure for credit and payments products.

- **Credit-Bureau Integrations:** Architected secure, compliance-grade data pipelines for Experian and TransUnion, the dependency for the core credit product serving underbanked users, and owned partner-facing API documentation.
- **Customers & Performance:** Worked directly with Bond's customers and Bloom Credit's furnishing-API team; cut API sync execution time **40%** and built internal dashboards that reduced manual reconciliation errors **95%**.

Partner Technology Manager, YouTube

Jan 2021 – Mar 2022

Google

Remote

Partner engineering for Film & TV: technical relationships, data reporting pipelines, and Partner API and Content ID integrations.

- **\$1B+ Partner Portfolio:** Owned technical strategy for **13** Film & TV partners, including Disney, Netflix, ViacomCBS, and OWN, advising their digital marketing teams and leaders on platform capabilities, roadmap, and deal renewals; partner ad revenue grew **15%** (RPM and pre-, mid-, and post-roll ad performance).
- **Partner Analytics:** Built BigQuery analyses and dashboards on ad-auction, AVOD, TVOD, and SVOD performance that showed partners' marketing teams which content to double down on, saving **100+ manual hours weekly** and cutting reporting time **50%**.

Co-Founder

Jun 2018 – Feb 2023

IvyBridge International Education (part-time from 2021)

San Francisco, CA

B2B education marketplace for companies in China; moved online in COVID, sunset in 2023.

- **Enterprise Sales:** Closed the first enterprise deal, **\$100K** with TaiJia, a Beijing after-school education company serving high-net-worth families, then won four more clients through referrals and in-person pitches in Shanghai and Guangzhou.
- **Zero to Revenue:** Led product vision and architecture and built the platform (React, Node.js, AWS) to **\$230K** in annual revenue; client user retention rose **40%**.

Outbound Client Development Manager

Mar 2019 – Nov 2019

Atrium (Y Combinator and Andreessen Horowitz-backed legal tech)

San Francisco, CA

Fifth sales hire at Justin Kan's legal-technology startup.

- **Top Performer:** Highest-performing business development rep in Q2 and Q3 2019, reaching **124%** of quota in Q2.
- **Outbound Pipeline:** Booked **40** outbound meetings in under a week; **36** qualified and **6** became clients.
- **Technical Sales Contact:** Served as the technical point of contact for the business development and account executive teams.

Enterprise Software Engineer

Nov 2017 – Jun 2018

SpaceX

Hawthorne, CA

Build Reliability Team, tracking part defects and rocket reuse. Youngest engineer hired to the team.

- **Mission-Critical ERP:** Built front-end and back-end features for the **Issues, Containment, and Mission Reuse** ERP applications (C#/.NET, SQL) that tracked **2M+ rocket components** across two flagship missions, with **99.9% uptime** through the Falcon Heavy debut launch (Feb 2018).
- **Domain APIs & Ownership:** Built C# APIs (.NET, Entity Framework) giving Supply Chain, Mission Control, and Manufacturing read-write access, and owned an issue-tracking ERP application used by **5,000** people in production.

Technical Skills

Product Marketing & Partner: positioning & messaging, technical content & documentation, demos & proofs of concept, partner enablement, technical discovery, B2B sales & outbound prospecting

GenAI & Data: RAG & retrieval evaluation, agentic workflows, agent harnesses & LLM evaluation, prompt engineering, LLM integration (OpenAI, Anthropic), vector databases (Pinecone), MLOps (Prometheus, Grafana), SQL, BigQuery

Prototyping & Front-End: React, TypeScript, Next.js, React Native, Streamlit, rapid POC builds, Figma

Cloud & Platforms: AWS, GCP, Docker, CI/CD, Python (FastAPI, Flask), Go, Node.js, C#/.NET

Education & Honors

Yale University

New Haven, CT

B.A. Psychology, specialization in Computer Science

2017

Thesis: "Humor Evaluations in Human-Computer Interactions with Chatbots" (conversational AI design). Richter Fellowship · Undergraduate Organic Chemistry Research Fellowship · Venture Creation Program · Athletic Leadership Award.