

Sean McRae

Senior Product Manager | AI Search, Agentic AI & Fintech ML

I turn legacy B2B products into AI-native ones that grow revenue.

Toronto, ON | Canadian citizen
+1 604-836-9255
seanmcrae6@outlook.com
seanmcrae.github.io

\$5M to \$23M ARR growth, AI search	65% faster AI search	~30% lower LLM cost per query	12+ AI search releases shipped
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SUMMARY

Product manager with 9+ years across B2B SaaS, fintech and enterprise analytics, including about 3 years leading a team of PMs. I pair technical depth in LLMs, RAG, ML ranking and APIs with ownership of pricing, packaging and roadmap, and I ship against measurable bars, from AI evals to 99.9% uptime.

EXPERIENCE

Product Manager, GenAI & ML Upland Software Apr 2024 – Present

Nasdaq-listed (UPLD) AI-powered knowledge and content management software

- **Grew ARR from \$5M to \$23M** by owning roadmap, pricing, SKUs and vertical positioning for an AI search line.
- **Cut search latency 65%** by leading retrieval, model and infrastructure trade-offs with engineering.
- **Lowered LLM cost-to-serve per query ~30%** with an AI evaluation framework (quality, accuracy, latency, cost) that became the production bar for 12+ releases.
- **Rebuilt keyword-only search into an agentic AI platform** for Legal, Healthtech, Fintech and US Government customers. Blue Cape Award (top 1% of employees).

Technical Product Manager, AI & ML Canaccede Financial Jan 2021 – Mar 2024

Canadian consumer-credit fintech, now part of Jefferson Capital

- **Raised agent productivity ~20%** with an ML ranking that routed agents to the accounts most able to repay first.
- **Cut API response times ~40% at 99.9% uptime** by steering the microservices migration of a regulated financial system of record.
- **Embedded predictive models** into billing, credit-risk and reporting workflows.
- **Led a 15-person agile team** across eng, compliance and finance; Excellence in Product Leadership Award (2022).

Lead Product Manager CTO Bees Inc. (formerly Data Naya) Aug 2017 – May 2020

Enterprise analytics and workflow-automation firm

- **Built and led a 12-person product and engineering org**, managing and mentoring 3 Product Managers.
- **Delivered 15+ custom analytics and automation solutions**, repositioning the offering around AI insights.
- **Set product strategy** for enterprise analytics and workflow automation (forecasting, billing, capacity).

Technical Consultant, SaaS Products Naaga Digital May 2012 – Jul 2017

- **Delivered SaaS, automation, analytics and cloud-migration projects** for enterprise clients, designing APIs.

PROJECT

PocketBrains, on-device AI assistant for iOS github.com/seanmcrae/pocketbrains-app 2026

- **Raised held-out end-to-end accuracy from 30.2% to 39.6%** (Swift, Apple Foundation Models, MLX), with a test set frozen before tuning and every number published from CI.

SKILLS

Product strategy & roadmaps, discovery, pricing & packaging, GTM, PLG, AI evaluation & launch readiness
AI & tech LLMs, RAG, agentic workflows, ML ranking, Python, SQL, Snowflake, AWS/Azure/GCP, APIs, Claude Code

EDUCATION & CERTIFICATIONS

- Bachelor of Computer Science, University of Toronto
 - Graduate Certificate, Computer Science & Machine Learning, Harvard University
 - Post-Graduate Certificates: Administration & Management (Humber); Project Management (Centennial)
- Advanced Product Management Certification • AI Product Management for AI, Agents & Agents-as-a-Service •
AI Product Manager Professional Certificate (IBM) • PMP (PMI) • PSPO • CSM