

Lucia Pozzan, Ph.D.

Philadelphia, PA | lucia.pozzan@gmail.com | 347-404-0392

Summary of Qualifications

Senior Technology Leader with 10+ years of experience in AI and Natural Language Processing

- Extensive experience envisioning and designing B2C and B2B AI products used every day by millions of customers at Amazon Alexa, eBay and Five9
- Proven track record in setting and executing long-term product strategy
- 10+ year experience leading large cross-functional teams of data scientists, engineers, solution architects, conversation designers and human-computer interaction designers

Professional Experience

Sr. Director, AI & Automation Solutions - Five9 (2023-Present)

- Built from the ground-up two new practices within Five9 Professional Services: Data Science (14 team members) and Conversation UX Design (8 team members)
- Oversaw implementation of 80+ Conversational AI applications for strategic and enterprise customers (17M ARR)
- Provided extensive pre-sales and sales support for high-profile customer implementations
- Led development of internal data annotation tool for RAG and LLM fine-tuning
- Founding member of the Five9 Responsible AI Committee

Head of Product - Valyant AI (2022)

- Led product strategy and roadmap delivery of Valyant's Conversational AI Drive-Through product
- Oversaw expansion to 40 stores across three major fast food brands
- Launched bilingual AI Employee Assistant to accelerate skills training in a high-turnover industry
- Implemented ML model that achieved unit economics by increasing order automation by 25%

Director of Product Management - Uniphore (2021 - 2022)

- Led product strategy and oversaw roadmap delivery for Uniphore's Conversational Self-Service product (U-Self Serve) and Uniphore's AI Product suite
- Collaborated closely with leadership across engineering, data science, UX, as well as professional services and account teams
- Collaborated with Product Marketing to determine positioning, messaging, and GTM strategy
- Provided pre-sales and sales support for high-profile customer implementations
- Participated in due diligence for the acquisition of 2 start-ups (Jacada and Colabo)

Sr. Technical Product Manager - Conversational AI, eBay (2019 - 2021)

- Managed product development and launch for customer-facing chatbot to US market
- Oversaw chatbot content expansion in US, AU, and UK, leading to 30% increase in coverage and OE savings of 5M yearly
- Led conversation design and coordinated NLU training and evaluation for customer-facing IVR and chatbot products

Data Engineer - Amazon Alexa & AWS (2016 - 2019)

- Collaborated with product management, ML engineers, and scientists on Alexa feature and language expansion efforts
- Created data collection protocols and led data analysis efforts for AWS NLP product suite in English and Spanish
- Led international team of NLP data analysts

Education

- Product Management Certificate, *The Product Institute*
- Post-doctoral Fellow, Institute for Research in Cognitive Science, *University of Pennsylvania*
- Ph.D. in Linguistics, *City University of New York*
- M.A. in Linguistics, *Università degli Studi di Siena*
- B.A. in Foreign Languages & Literatures (Spanish & Portuguese), *Università degli Studi di Siena*

Languages

English, Italian, Spanish (fluent), Portuguese (fluent)

Selected Publications

- Pozzan, L. & Trueswell, J.C. (2016). Second language processing and revision of garden-path sentences: a visual word study, *Bilingualism*, 19, 636-643
- Woodard, K., Pozzan, L., & Trueswell, J. C. (2015). Taking your own path: Individual differences in Executive Function and Language Processing Skills in Child Learners, *Journal of Experimental Child Psychology*, 141, 187-209
- Pozzan, L. & Trueswell, J.C. (2015). Revise and resubmit: How real-time parsing limitations influence grammar acquisition, *Cognitive Psychology*, 80, 73-108