

Maya Chen

AI PRODUCT STRATEGIST

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New York, NY · Remote

Product leader with 11 years shipping ML-powered products at Stripe and Atlas AI. I turn complex AI systems into clear decisions teams trust, from zero-to-one bets to platforms used by millions.

Open to Staff PM roles

EXPERIENCE

Head of Product

Atlas AI · New York

2022 — Now

- Lead product for an AI analytics platform used by 1,200 companies; team of 2 PMs, 9 engineers and 2 designers.
- Rebuilt onboarding around one guided first win: +34% activation in 30 days, 2.1× week-four retention.
- Made every AI answer cite its sources; doubled enterprise win rate and cut security review time 60%.

Senior Product Manager, Billing

Stripe · San Francisco

2018 — 2022

- Owned Billing Intelligence: retries, dunning and revenue recovery.
- Launched an ML retry model and merchant recovery dashboard: \$42M ARR recovered in year one, +12 pts recovery rate, adopted by 38k merchants.

Product Manager, Radar

Stripe · San Francisco

2016 — 2018

- Shipped custom rules and risk scores for fraud prevention; cut false positives 22% for high-volume merchants.

Product Lead

Nimbus Health · Boston

2013 — 2016

- First product hire; took the patient app from zero to 400k users.

IMPACT

+34%

activation, Atlas AI

\$42M

ARR recovered, Stripe

2×

enterprise win rate

8

launches, zero to scale

SKILLS

AI & ML strategy

LLM evaluation

Experimentation

Pricing

Discovery

Enterprise GTM

TOOLS

SQL

Amplitude

Figma

Linear

Python

EDUCATION

M.S. Human-Computer Interaction

Columbia University · 2013