

EEDA RIJAL

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PROFESSIONAL SUMMARY

AI Product Manager with 7+ years leading 0-to-1 AI, ML, and digital products across the full lifecycle, from customer discovery and model evaluation through deployment, commercialization, and scale. Developer-turned-product leader with founder experience scaling a technology company from 4 to 45 employees, delivering 45+ products, and leading startup turnarounds. Hands-on experience building AI agents, LLM evaluation systems, human-in-the-loop workflows, predictive analytics, computer-vision products, and responsible AI frameworks aligned with NIST AI RMF. Microsoft Imagine Cup AI Award winner with an M.S. in Artificial Intelligence and Business Analytics.

CORE SKILLS

AI Product: AI product lifecycle, AI agents and agentic workflows, tool use, structured outputs, state management, dynamic routing, LLM evaluation, eval design, human-in-the-loop AI, prompt workflow design, model experimentation, model evaluation, model deployment, computer vision, predictive analytics, recommendation systems, AI data operations, responsible AI, NIST AI RMF, model-risk measurement

Product & Business: 0-to-1 product strategy, customer discovery, user research, product requirements, roadmap ownership, MVP validation, backlog prioritization, product analytics, funnel analysis, KPI and OKR design, P&L ownership, pricing, unit economics, market validation, GTM strategy, commercialization, cross-functional leadership, Agile and Scrum

Technical & Data: Python, SQL, Power BI, Azure OpenAI, Azure ML, AWS, Anthropic Messages API, REST APIs, JSON Schema, TensorFlow Lite, OpenCV, React Native, Jira

EXPERIENCE

CyberReady Florida, University of South Florida

Jun 2025 - Aug 2026

Graduate Research Assistant - AI Enablement & LLM Evaluation

Tampa, FL

- Deployed a Python research agent using Claude Sonnet 4.6, tool use, JSON Schema, state management, and dynamic routing to rank emerging topics and recommend cited case studies with human-in-the-loop expert review.
- Designed and executed the Sycophancy Risk Index, an LLM evaluation framework measuring approval-correlated bias across 35 probes, 4 experimental conditions, and approximately 1,400 model responses. Built a hybrid rule-based and LLM-as-judge evaluation pipeline aligned with NIST AI RMF to assess truthfulness degradation and multi-turn model risk.
- Led the redesign of a government cybersecurity-awareness curriculum aligned with NIST CSF 2.0, reaching more than 1,500 Florida state and local government employees; developed and launched a companion GRC training program.
- Monitored activation, completion, and engagement KPIs; analyzed learner friction and improved course completion by 20 percentage points.
- Designed Azure OpenAI prompt workflows for content drafting, curriculum mapping, quiz generation, fact-checking, and QA review, reducing module deployment time by 20% compared with the previous manual process.

Tampa General Hospital / University of South Florida

Feb 2025 - Jun 2025

Graduate Research Assistant - AI Product Development

Tampa, FL

- Led the full 0-to-1 AI product lifecycle for an accessible mobile app for hard-of-hearing drivers, spanning user discovery, problem definition, product requirements, roadmap development, data engineering, prototyping, usability testing, and MVP validation. Delivered a functional MVP that converted emergency-vehicle sounds into real-time visual and haptic alerts.
- Conducted model experimentation and evaluation across traditional machine-learning and deep-learning approaches; selected and developed a hybrid architecture combining a YAMNet feature extractor pretrained on AudioSet with an RNN classifier that achieved 92% accuracy during field testing. Integrated the model into the mobile product using React Native, Python, REST APIs, and TensorFlow Lite.
- Established user-feedback and field-testing cycles, translating findings into backlog priorities and redesigned visual alerts. Aligned user, accessibility, technical, and stakeholder requirements to guide feature prioritization and product decisions.

YHH IT Solutions

Sep 2023 - Dec 2024

Chief Product Manager (promoted from Product Consultant in May 2024)

Pokhara, Nepal

- Joined as a Product Consultant to rebuild the product function after the original strategy, outsourced platform, and internal delivery model failed. Conducted 164 interviews with customers, merchants, employees, and business leaders; translated findings into a new product vision and roadmaps and was promoted to lead the function.
- Owned product roadmaps and P&L, including pricing, budgets, revenue targets, and costs, for 2 commerce platforms with embedded predictive analytics for sales forecasting, inventory and demand forecasting, and product recommendations. Launched the first platform within 3 months of becoming Chief Product Manager and both platforms within 7 months.
- Built Power BI dashboards and used funnel analysis to increase registration-to-first-purchase activation by 37% and revenue by 40% for the first platform within its first quarter after launch.
- Recruited and led a nine-member cross-functional team across engineering, design, QA, and marketing; established lean development practices, product operating processes, KPI reporting, and team culture before selecting and onboarding a successor. The team subsequently expanded to 24 employees.

Yarsa Tech

Dec 2022 - Aug 2023

Chief Technology Officer

Pokhara, Nepal

- Recruited to turn around an investor-backed hardware startup facing shutdown. Unblocked stalled R&D by resolving product-development, team-execution, supply-chain, and manufacturing constraints; realigned a 15+ member engineering team around commercialization priorities and brought 4 hardware products to market within 6 months.

- Conceived and commercialized a fintech hardware product in partnership with eSewa, Nepal's largest digital wallet, securing a 500,000-unit order by aligning the product concept, technical feasibility, market requirements, and go-to-market strategy.
- Established the company's product and manufacturing operating model, owning portfolio strategy, roadmap prioritization, pricing, unit economics, market validation, KPI definition, supplier management, cross-border procurement, customs, and regulatory compliance.

CloudFactory

Jan 2022 - Nov 2022

Delivery Project Associate, Pilot Team

Kathmandu, Nepal

- Led 2 enterprise computer-vision data-annotation pilots from scoping through production. Translated client and model requirements into scalable LiDAR and video workflows spanning bounding boxes, object tracking, and semantic segmentation.
- Directed a 25-member annotation and QA team, owning workflow design, staffing, training, quality assurance, capacity planning, client communication, and performance reporting. Reduced delivery time by 21% while achieving zero rejected batches and 100% SLA compliance.
- Pilot-tested Hasty's AI-assisted computer-vision data-annotation platform before its acquisition by CloudFactory, evaluating model-assisted labeling, QA capabilities, and workflow fit against production requirements. Presented findings and recommendations to stakeholders.

SochWare

Jan 2017 - Dec 2021

Co-Founder / Product Manager

Lalitpur, Nepal

- Co-founded and scaled a technology company from 4 to 45 employees, delivering 45+ digital products and platforms for 35+ clients across healthcare, government, education, and agriculture. Progressed from hands-on software engineer to end-to-end product ownership, including product vision, roadmap, pricing, discovery, delivery, and iteration.
- Led E-Agrovet from discovery through deployment as Product Lead and ML Developer, building an Azure-based Python/OpenCV PCA-KNN classifier using approximately 200K FAO-labeled images across 7 disease classes and 3 crops, achieving 89% accuracy in internal evaluation. Scaled to 670 farmers through NGO and government partnerships, adding SMS, low-bandwidth messaging, and escalation to agricultural experts from field feedback; won the Artificial Intelligence Award at the Microsoft Imagine Cup 2018 World Finals.
- Led development of an AWS-hosted, web-based EHR platform deployed across 12 hospitals and a clinical and operational AI decision-support system externally validated with 6 hospital partners. Integrated Python-based models into clinician dashboards through REST APIs, using de-identified longitudinal EHR data to forecast disease prevalence and hospital demand, flag patient risk, and surface medication recommendations for physician review, achieving 87% accuracy.
- Delivered civic digital services across 12 municipalities in partnership with local governments, leading a 5-person cross-functional team to digitize birth and death registration, record access, and municipal service workflows.

SELECTED PROJECTS & RESEARCH

Sycophancy Risk Index (SRI) - LLM Governance Research

- Designed a behavioral framework measuring approval-correlated bias in LLMs aligned with NIST AI RMF; built a hybrid rule-based + LLM-as-judge evaluation pipeline. Key finding: sycophancy is more triggerable than suppressible.

Quality Drift of AI-Augmented Software Development

- Designed a triple-blind experimental study of how AI usage affects software quality and business outcomes; built a blind-review evaluation platform generating enterprise guidance for responsible AI adoption.

ADDITIONAL LEADERSHIP

Covid Connect Nepal | Co-Founder & Operations Lead | 2021

- Co-founded a volunteer crisis-response platform during Nepal's second COVID wave; scaled to 270 volunteers on 24/7 shifts with 12 team leads, connecting citizens to hospital beds, oxygen, and medical resources. Impact led Nepal's COVID Crisis Management Center (CCMC) to invite the team into direct collaboration, embedding a 10-person IT team with the government; platform dashboards tracked 2,500+ lives supported.

EDUCATION

University of South Florida, Muma College of Business

M.S., Artificial Intelligence and Business Analytics

Aug 2026

Tampa, FL

- **GPA:** 3.87

- **Achievement:** 2026 USF School of Information Systems Master's Student Leader Award

University of South Florida, Muma College of Business

Graduate Certificate, Information Assurance

Aug 2026

Tampa, FL

Pokhara University, Nepal Engineering College

B.E., Electronics and Communication Engineering

Dec 2020

Nepal

- **Achievements:** Matri Sewa Scholarship, Best Project Award

CERTIFICATION & AWARDS

- Microsoft Imagine Cup 2018 World Artificial Intelligence Award Winner
- CMO Asia Nepal Women Leader Award; Women in Tech Award Runner-up
- Certified ScrumMaster (CSM), Scrum Alliance