

Sean Block

Senior Product Manager

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Summary

Technical product manager and product engineer who builds AI products for government and regulated industries. Owns product strategy, roadmaps and success metrics while staying hands-on in the code, which makes for faster, better-informed tradeoffs with engineering. Turns complex, data-heavy processes into simple, reliable software, working closely with users, clients and leadership. U.S. Army veteran.

Work Experience

Applied AI Technologies

Albany, NY

Lead Technical Product Manager

Aug 2025 – Present

Lead product strategy and roadmaps at a 6-person AI and government-software startup, pitching to government clients, leading AI consulting and building products with engineers.

- Reduced team costs \$100K and increased delivery speed by moving development from a 15-person team with offshore developers to 4 direct reports using AI-assisted workflows.
- Lowered monthly hosting costs 83% by consolidating 12 microservices into 5 for a new licensing and permitting platform designed to support any license or permit type.
- Authored a 70-page AI solution blueprint that the New York State Office of Information Technology Services (ITS) used as the basis of its RFP.
- Created a reusable form library adopted by 3 products, enabling a drag-and-drop page builder similar to WordPress and Framer.
- Delivered a working self-service password-reset and account-unlock portal for New York State ITS, leading product from discovery through integration with Active Directory, ServiceNow and Duo.

Applied AI Technologies

Albany, NY

Senior Technical Product Manager

Aug 2024 – Aug 2025

- Led product for a RelativityOne eDiscovery application that Lighthouse added to its offering, building annotation, document preview and bulk coding features for legal review teams.
- Developed the front end of the New York State Office of Cannabis Management's public dispensary locator, built with Google, and helped secure its 3-year support and maintenance contract.
- Streamlined license renewals from 5 clerks over a month to 1 clerk in a few days by redesigning the renewal workflow for a multi-state municipal licensing platform.
- Decreased support tickets 40% by using OCR and AI to prefill license applications and renewals from uploaded documents, eliminating duplicate data entry for residents.

Applied AI Technologies

Albany, NY

Technical Product Manager / Lead Developer

Nov 2022 – Aug 2024

- Built a municipal licensing platform from discovery into a multi-state product, developing most of the front end, including the form engine, approvals and admin tools.
- Shortened client onboarding from several weeks to 1 day by designing a configuration-based architecture that lets each municipality set up record types without custom code.
- Prototyped the platform's first AI document scanner, using OCR and an LLM to prefill applications from scanned IDs.

sCube IncAlbany, NY

Project Manager, Software ImplementationsFeb 2022 – Nov 2022

- Turned around 2 troubled multi-state Catalis Benchmark court case management implementations worth about \$2M each, restoring client satisfaction and on-time milestone delivery.
- Rebuilt failing projects with organized documentation, real timelines and a Smartsheet tracking system that became the template for the company's other Benchmark projects.

sCube IncAlbany, NY

Lead Technical AnalystAug 2020 – Feb 2022

- Led a team that migrated legacy documents for 3+ cities into Accela and Muncity, defining requirements, configuration specifications and acceptance criteria.
- Supervised 6 analysts and led discovery within budgeted hours, building a PDF annotation tool to speed up review.
- Earned promotion to Project Manager for strong client communication when the company took on Benchmark work.

United States Army

Technical Operations Supervisor / Squad LeaderApr 2012 – Apr 2018

- Cut equipment downtime 30% across multiple deployments, including Afghanistan, while leading 6 soldiers and supervising maintenance of 10 UH-60 Black Hawk helicopters.
- Shipped 10 helicopters to 3 countries for Operation Atlantic Resolve with zero loss or damage as a UH-60 crew chief.

Projects

Pinboard.aiSep 2023 – Present

- Built an 8-app work platform (projects, docs, meetings, service desk, CRM, time tracking, automation and AI) with web, macOS, Windows and iOS apps, replacing Jira, Confluence and Smartsheet across Applied AI Technologies.
- Architected 1,700+ API endpoints and Rust/WebAssembly engines for real-time spreadsheets and whiteboards by directing AI coding agents, documenting the design in 127 architecture decision records.
- Designed an AI assistant on 4 model providers that pauses for approval before changing data and can undo its work, plus an MCP server with 250+ tools for assistants like Claude.
- Optimized AI chat performance using custom evaluation suites and quality metrics, shrinking the costliest prompt by more than 50% and response time by 24% with no loss in accuracy.

Skills

Core Competencies: Product management, Product strategy, Agile methodologies, Data-driven decisions, KPIs, Success metrics, Product development leadership, User interviews, Competitive research, Product management tools (Jira, Confluence, Smartsheet)

AI and Agent Systems: Responsible AI development, Agentic AI and workflows, RAG (pgvector, hybrid search), AI evaluations, Amazon Bedrock, OpenAI, Anthropic, MCP

Infrastructure and Quality: Cloud infrastructure, AWS, Docker, Terraform, GitHub Actions, OpenTelemetry, pytest, Vitest

Backend and Data: Python, PostgreSQL, Redis, REST APIs, Webhooks, OAuth 2.1, SAML, Multi-tenant SaaS

Education

Louisiana State UniversityMay 2025

Master of Business Administration (MBA)

Rensselaer Polytechnic InstituteDec 2022

Bachelor of Science, Information Technology and Web Science

Certifications

AWS Certified Cloud Practitioner, Amazon Web ServicesFeb 2025

Project Management Professional (PMP), Project Management InstituteJul 2024