

ALEC ZASLAV

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EDUCATION

University of Maryland, College Park - College of Information

Dec 2022

Bachelor of Science, Information Science | Minor in Entrepreneurship and Innovation

PROFESSIONAL EXPERIENCE

CVS Health | *Remote Contractor*

Technical Product Manager

Nov 2025 - Present

- Own the full product lifecycle for Lumina, a RAG-based GenAI knowledge platform, leading roadmap planning, backlog grooming, and sprint ceremonies across agent automations, source governance and observability, and platform performance and intelligence
- Scaled Lumina from roughly 800 to 6,000+ active users since Q4 2025, growing daily interactions from roughly 100 to 1,100+ by expanding the platform from an internal tool into an enterprise-wide knowledge layer spanning pharmacy, health benefits, and technology operations
- Designed and built a custom Airtable CRM as the single source of truth for Lumina operations, consolidating partner intake, source ingestion, feedback, and surveys while automating intake workflows, now adopted daily across the full team
- Own and track the Lumina 2026 OKR framework through granular monthly reporting, analyzing variance against targets and exceeding goals ahead of schedule, surpassing the year-end interactions target and ingesting 60+ sources against a 20-per-quarter plan
- Build core content for executive-level decks briefing senior leadership and C-suite stakeholders on Lumina's progress and roadmap
- Partner with data scientists on source governance and AI content quality across 200+ ingested enterprise sources, establishing evaluation criteria and translating findings into prioritized decisions in a regulated healthcare environment
- Serve as primary evaluator for prospective partner teams, conducting an average of two intake evaluations per week to assess use case viability, scope engagements, and translate business requirements into prioritized product work

TipHaus | *Remote*

Product Manager

May 2023 - Nov 2024

- Owned end-to-end product management of the Earned Tip Access program, a fintech neobank product, scaling from 15-20 businesses to 2,000+ locations and 20,000+ restaurant workers across four external vendor partners
- Led a three-quarter vendor ecosystem migration across 200+ business clients and 20,000+ users, serving as primary liaison between internal engineering and four external partners, actively renegotiating scope to protect the timeline with minimal service interruptions throughout
- Drove a 40% reduction in program costs through month-over-month expense trend analysis and per-user cost modeling, identifying dormant account overhead and negotiating unjustified vendor charges, with findings presented directly to executive leadership
- Tracked interchange revenue, per-user cost, and spend behavior through SQL-backed dashboards as sole product owner of the program, surfacing insights that informed prioritization and were reported directly to executive leadership
- Won a company-wide innovation competition by developing a tiered-usage pricing model, running competitive analysis against rival offerings and modeling pricing scenarios against the existing user base to validate margin impact
- Created wireframes, requirements, and acceptance criteria for features including QR Tipping, Role-Based Permissions, and Enterprise Settings, coordinating implementation from concept through engineering handoff and QA testing

Inveniam Capital Partners | *Remote*

Associate Product Manager - Data Dictionary

Data Science Intern, Data Team

July 2022 - Feb 2023

Oct 2021 - July 2022

- Built a comprehensive data dictionary enabling AI-powered automated extraction from commercial real estate documentation, translating complex manual workflows into structured machine-readable specifications across 500-1,000 properties
- Partnered with an external AI development team through weekly Agile iteration cycles, refining data specifications based on extraction coverage gaps and testing feedback across multiple asset classes

PROFICIENCIES

Tools & Technologies:

Jira, Confluence, Notion, Airtable, Excel, SQL, Google Workspace, Microsoft Office Suite, Miro, Replit, Claude Suite, ChatGPT

Product Skills:

Roadmap Planning, Backlog Grooming, Sprint Ceremonies, OKR Framework Management, Requirements Gathering, User Story Writing, Wireframing, QA Testing, Vendor Management

Core Skills:

Product Documentation, Data Analysis, Stakeholder Communication, Executive Communication, Change Management, Stakeholder Alignment, Business Case Development, Cross-Functional Collaboration, Data-Driven Decision Making, Agile Delivery, Prompt Engineering