

Eric Junhan Kim

Lead Product Manager

Los Angeles, CA, United States | [LinkedIn](#)

Product manager with a Ph.D. in AI and healthcare, building B2B SaaS platforms and AI-native workflows for frontline workers and clinical operations.

EXPERIENCE

Lead Product Manager Aug 2026 — Present
Kayla Health *United States*

Leading product for a B2B SaaS platform helping frontline healthcare workers stay in their jobs. Defined product scope and data boundaries for a worker mobile app and employer dashboard. Built the first working prototype and MVP end-to-end from pre-start onboarding through day 90, applying doctoral research on multilingual, culturally tailored conversational AI to product design.

Founding Product Manager Aug 2025 — Present
NiaWell Health LLC *Ann Arbor, MI*

Architected an 8-agent AI customer support system for a 25-person healthcare startup, replacing manual triage and raising auto-answer accuracy from 46% to 77%. Built AI-native healthcare workflow prototypes focused on automating clinic operations, including patient message triage, staff review workflows, escalation logic, and back-office task routing.

Lead Product Manager Jan 2023 — Jun 2023
Soft-berry *Seoul, South Korea*

Led product strategy for an EV charging platform mobile app. Enhanced user retention 25% for existing users and 50% for new users through a comprehensive main page revamp. Increased new-user charging card applications by 200% via A/B testing and achieved 80% faster product development while saving \$100K/yr through resource optimization. Drove 30% YoY revenue growth by leading API pipeline development for B2B sales.

User Experience Researcher (Contract) Jul 2022 — Dec 2022
Mainstay

- Conducted research with a Boston-based startup (Series B, Funding >30M USD) that deploys Conversational AI to support university students.
- Analyzed student-chatbot conversation logs, qualitatively and quantitatively, to identify why students stop using the service.

Lead Product Manager May 2022 — Dec 2022
Soft-berry *Seoul, South Korea*

Contributed to the EV charging platform mobile application with focus on user retention and onboarding optimization. Supported A/B testing initiatives and development cycle improvements that benefited overall product performance.

Product Manager (Healthcare, AI) Sep 2019 — Aug 2026
University of Michigan *Ann Arbor, MI*

Developed and presented an LLM-powered Conversational AI Agent for African American diabetes patients, with 200+ citations as first author in top conferences. Collaborated with 10 clinicians to gather requirements and led end-to-end product iteration, shipping 10+ iterations in 12 weeks. Validated early product-market fit with 80% retention in closed beta testing and achieved statistically significant improvements in engagement, usability, trust, and diabetes knowledge.

Project Manager Jul 2017 — Dec 2018
Seoul National University

- Developed an AI voice assistant capable of emotionally supporting teenagers through 2 studies involving 50 Korean high school students and analyzing the intents of 150+ dialogue utterances.
- Generated and analyzed 200+ dialogue utterances after deploying the assistant to 7 teenagers who used it for 1 week

EDUCATION

University of Michigan Sep 2019 — Aug 2026
Doctor of Philosophy in Information Science/Studies

Seoul National University Sep 2017 — Jun 2019
Information Science/Studies

Yonsei University Sep 2010 — Jun 2017
Business Administration and Management in General

SKILLS

Large Language Models (LLM) · Chatbot Development · Charging Systems · Microsoft Office · Information Science · Business Administration · Capabilities Development · Conversational AI · Medical Ethics · Python (Programming)

Language) · Customer Satisfaction · Clinical Study Design · Survey Research · A/B Testing · Mixed Methods Research · Graphic Design Principles · Mobile Application Development · Stakeholder Workshops · Diabetes Management · AI Agent Architecture · User Experience Research · AI Prototyping · Proof-of-Concept Development · Problem Definition · SQL · Data Analysis · Cross-functional Leadership · AI Trust Research · AI Adoption Research · Healthcare Product Management · Product Strategy