

DANIEL JOYE

AI Product & Data Leader | LLM & GenAI Delivery | Regulated Enterprise SaaS
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PROFESSIONAL SUMMARY

Senior product and delivery leader who ships production LLM and machine-learning products in regulated industries and uses AI directly in daily work. Built and operates AdvisorListen, a production LLM editorial pipeline that delivers a daily AI intelligence brief to 3,500+ financial advisors and insurance producers, with NAIFA Alabama (National Association of Insurance and Financial Advisors) as institutional sponsor. Scaled an InsurTech SaaS platform to \$1.5M ARR and 10,000+ concurrent users at 99.99% uptime, leading a 16-person cross-functional team across 5 time zones. A technical leader who authors PRDs, builds the project plan, and reviews the codebase, fluent in LLM and RAG architecture, model evaluations, and data pipelines.

CORE COMPETENCIES

AI & Product: AI product strategy and roadmaps, LLM and GenAI product management, RAG and embeddings, prompt engineering, model evals, 0-to-1 delivery, workflow mapping and decomposition, PRDs, discovery, OKRs

Leadership: Cross-functional leadership (teams up to 16), distributed and Agile delivery (SAFe 6.0), program delivery, risk and change management, executive communication, enterprise stakeholder management, client enablement and AI-tool adoption

Technical Fluency: Python, FastAPI, PostgreSQL, pgvector, Docker, AWS (EC2, ECS, ECR, RDS), CI/CD, REST APIs, Jira

Domains: InsurTech, financial services and wealth advisory, healthcare (HIPAA), workforce and labor organizations, data governance, regulatory compliance

PROFESSIONAL EXPERIENCE

Mindfulware, LLC | Senior AI Product Manager (Founder) 2025 - Present | Remote

AI and data product practice for clients across insurance, financial advisory, and workforce organizations.

- Decide which AI use cases to build by weighing business value, feasibility, risk, and adoption readiness, then own roadmap, PRDs, discovery, and OKRs through delivery, balancing capability against operational risk and cost.
- Built and operate AdvisorListen (<https://AdvisorListen.com>), a daily AI intelligence brief for financial advisors and insurance producers: own the LLM editorial pipeline, audio production (text-to-speech), email deliverability infrastructure, and sponsor partnerships; 3,500+ subscribers, with NAIFA Alabama as the first institutional sponsor.
- Built AdvisorAxis (<https://AdvisorAxis.com>), pipeline intelligence for insurance agents and financial advisors: instantly maps raw brokerage general agency data with zero prompting, then preset AI-built routines surface the cases that need attention and who owns the next step, replacing manual record-by-record review and preventing stuck cases from becoming lost cases.
- Designed retrieval-augmented pipelines combining pgvector, structured Postgres data, and LLM reasoning, plus LLM-assisted ETL that infers schemas and normalizes vendor data feeds across InsurTech and advisor workflows.
- Authored prompt-engineering and eval standards (source-citation checks, uncertainty labeling, ethical-risk classification) that gate every regulated LLM rollout.
- Train and coach client teams on AI platforms to drive adoption and responsible use.

Mindfulware, LLC | Senior Technical Product Manager (Founder) 2009 - 2024 | Remote

Multi-tenant enterprise SaaS serving Fortune-15 and national insurance carriers including Cigna and Great American.

- Led a distributed 16-person cross-functional team (engineering, QA, sales, support) using Agile Sprint-based asynchronous work across 5 time zones, shipping 50+ production SaaS releases and scaling the platform to \$1.5M ARR and 10,000+ concurrent users at 99.99% uptime.
- Handled member, claims, and provider data for carrier clients under Business Associate Agreements (BAAs), with PHI controls, audit trails, and SOC-style security practices.
- Managed concurrent carrier implementations end to end: project plans, milestones, dependencies, risks, and change control that kept releases into regulated environments on schedule.
- Served UA Local 52, a plumbers and steamfitters union (client since 1999), launching the GoLocal52 SMS member-service platform in 2020.
- Mentored PMs and engineers on judgment, stakeholder communication, and ownership.

HIPAA-compliant behavioral-health EMR serving five facilities across three states.

- Led a 10-engineer team from concept to production, raising clinician productivity 40% and satisfaction 20%.
- Worked on location with mental-health caregivers, observing each facility's unique processes to ensure they were included in the product and to increase adoption.
- Built a clinical decision-support system synthesizing patient data across specialties and maintained HIPAA compliance through multi-state audits.
- Owned application development, infrastructure, and operational support for live clinical environments, balancing compliance, usability, and delivery speed.

DATA & ANALYTICS PROJECTS

- **Churn prediction & retention (UA Plumbers & Steamfitters union):** studied 500,000+ historical work records spanning 25+ years of membership to surface behavioral patterns signaling a member was considering leaving the union; built a predictive ML model that reduced churn 22%.
- **Producer pipeline analytics & forecasting (AdvisorAxis):** built pipeline analytics and BI for insurance producers with predictive models that improved forecast accuracy 25%.
- **Market-intelligence analytics (AdvisorListen):** mapped the end-to-end workflow and broke it into discrete needs before applying AI to each, then built a real-time pipeline ingesting Reddit and social data via Python ETL into PostgreSQL and pgvector; NLP classification and embeddings search surface carrier-reputation and competitor signals, backed by a 234-test conformance suite that catches AI-generated code drift before deploy.
- **Regulated data-migration QA:** caught a defect during a dry-run subscriber migration that risked CAN-SPAM violations carrying penalties of up to \$53,088 per email; reconciled the data by hand and codified a permanent regression test and dry-run pattern for downstream pipelines.
- **Adoption-funnel diagnostics (AdvisorListen regulator rollout):** when a statewide outreach wave produced zero engagement, analyzed delivery and engagement data to isolate email-domain targeting as the root cause, then corrected the targeting model and relaunched a second wave with stakeholder buy-in.
- **SMS member self-service (UA Plumbers & Steamfitters union, Go Local 52):** built a text-message service that lets 500+ union members get answers to routine questions with a single SMS instead of calling the union office, cutting incoming support calls 25%; six years of usage data informs union communications, and the union pays only for members who actively use the service.

SELECTED AI PROJECTS

- **PromptProof** (open source, <https://github.com/MindfulwareDev/PromptProof>): LLM guardrail framework that wraps API calls with pre-response validation for source grounding, uncertainty, and ethical-risk before results reach the user.
- **Agentic, AI-native delivery toolchain:** adopted Claude Code, MCP servers, and eval harnesses across the practice, compressing spec-to-prototype cycles from weeks to days.

EDUCATION & CERTIFICATIONS

- B.S., Computer Science and Mathematics, Troy University, Montgomery, AL
- SAFe 6.0 Agilist, Scaled Agile, Inc.
- ACM Professional Member; author of a published AI/ML Code of Ethics, a companion to the ACM Code of Ethics.

MILITARY SERVICE

- U.S. Air Force, Computer Science Officer. Operated and maintained secure military communications and computer systems; held Top Secret security clearance; Honorable Discharge.