

MAYA CHALISSERY

Product Manager & Designer

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EDUCATION

B.S. Cognitive Science

Human-Centered Design

UC San Diego

Jun 2025

Relevant Coursework

Product Design & Entrepreneurship ·
Data-Driven UX · Usability Testing ·
Information Architecture · Product
Marketing & Management

EXPERTISE

- Product Strategy
- User Research
- Usability Testing
- UX / UI Design
- Information Architecture
- Journey Mapping
- Conversational AI Systems
- AI Evaluation
- Prompt Engineering
- Human-AI Interaction
- Design Thinking
- A/B Testing
- Data-Driven Decision Making
- Stakeholder Management
- Cross-Functional Collaboration

TOOLS

- Figma · FigmaMake
- Adobe Creative Suite
- Miro · Sketch · InVision
- Webflow · Canva
- Notion · ServiceNow
- Microsoft 365
- CMS: Cascade, MyEmma
- Generative AI Platforms

PROFESSIONAL SUMMARY

Product strategist with a foundation in Cognitive Science and Human-Centered Design, experienced across AI, software, and hardware-adjacent product development. Skilled in leading end-to-end product lifecycles, translating user insights into product direction, and collaborating across design, engineering, and business stakeholders. Focused on building human-centered AI systems that improve usability, decision-making, and real-world user outcomes.

EXPERIENCE

Co-Founder, Head of Product

Oct 2024 – Present

Embrace — San Diego

- Defined product vision, concept, and core feature set for a novel sensory wearable designed to support real-time anxiety regulation through tactile interaction.
- Synthesized insights from 70+ user interviews and ongoing stakeholder feedback to inform product direction, feature prioritization, and positioning.
- Owned product roadmap and iterative development across early-stage builds and MVP planning.
- Directed 3+ product iteration cycles from concept to prototype, refining features based on continuous user and advisor input.
- Led collaboration across 4 stakeholders and 4 advisors, aligning product strategy with development and early-stage funding direction.

AI Product Manager

Mar 2026 – May 2026

CocoHealth — San Francisco Bay Area

- Evaluated and iterated conversational AI flows across multiple prompt and system versions, improving response quality, tone consistency, and user alignment.
- Conducted 3 in-depth interviews with health and wellness coaches and led outreach to 300+ users to inform product strategy and feature prioritization.
- Evaluated and compared 3+ AI systems (ChatGPT, Gemini, Claude) to assess UX patterns, tool usage, and model behavior.
- Identified recurring failure patterns in AI responses, informing improvements in tone consistency, safety handling, and response reliability.
- Contributed to refinement of AI interaction design, including escalation handling and user-facing communication strategies.

UI/UX Designer

Oct 2025 – Mar 2026

ADGTech — Remote

- Led UX design across 5 core product interfaces for a web-based AI documentation tool, iterating on each through continuous design cycles.
- Developed high-fidelity interactive prototypes in Figma and FigmaMake to test and refine key user workflows.
- Defined UX patterns and design principles for responsive design and cross-platform consistency.
- Collaborated with stakeholders to refine product direction through structured design feedback and iteration cycles.

Digital Media & AI Specialist

Jan 2025 – Sep 2025

UC San Diego — Business & Financial Services

- Redesigned departmental intranet and developed a centralized support system using internal CMS platforms, improving navigation and user access for 1,200+ staff.
- Migrated and structured 500+ educational videos across enterprise platforms using AI-assisted metadata tagging.
- Streamlined internal workflows using ServiceNow, improving ticket resolution efficiency and reducing operational friction.
- Supported cross-functional communication and project tracking across multiple digital initiatives.