Matthew Merrill

TECHNICAL PRODUCT LEADER | AI AGENTS & PLATFORMS

South Weber, UT | 801-624-8465 | mattpmerrill@gmail.com
mattmerrill.me | linkedin.com/in/mattpmerrill | github.com/mattpmerrill

PROFESSIONAL SUMMARY

Technical product leader with 20+ years across software engineering, engineering management, and product, including 10+ years in product management. Took Pluralsight Learning Paths from zero to 50+ paths used by hundreds of thousands of learners a day; led the Azure migration and helped lead SOC 2 compliance for Stack Overflow for Teams Enterprise, serving 3,000+ customers including Microsoft and Shell; and, as co-founder of GetLatest AI, built dozens of custom AI agents and deployed them for clients from signed SOW to production. Combines customer discovery and product strategy with hands-on engineering and reliable delivery.

SKILLS

Product: Product strategy and roadmaps; customer discovery; prototype and user testing; zero-to-one products; developer and learning platforms; enterprise SaaS; coaching and mentoring PMs.

Delivery: Technical program management; proposals and SOWs; scope and change control; cross-team delivery; executive stakeholder alignment; ROI measurement.

AI agents and platforms: Agent architecture; tool integrations; human approval gates; guardrails and audit trails; isolated per-customer environments; automated provisioning; measuring AI answer quality and adoption.

Security and compliance: SOC 2 audits; IRS e-file certification; Utah AI Policy Act controls; government security requirements.

Engineering: Azure; AWS; Kubernetes; Docker; Python; TypeScript/Next.js; C#/.NET; SQL Server/Azure SQL; Supabase/pgvector; Stripe; CI/CD.

PROFESSIONAL EXPERIENCE

GETLATEST AI | Co-Founder & Head of Product

Jul 2025-Present

GetLatest AI builds custom AI agents, called Snappy agents, that do real back-office work inside each client's own tools.

- Built dozens of custom AI agents and deployed them for about a dozen clients, mostly small-business owners, working directly with each owner on the workflows, skills, and automations their agent runs.
- Wrote every proposal and SOW, defining deliverables, milestones, pricing, and the cost of any change in scope before work began.
- Helped a contracting business go from one contract a month to three with an agent that organizes, summarizes, and drafts its contract documents.
- Deployed an agent for a government employee who could not run agents on work hardware or use unapproved tools, running it in an isolated cloud server limited to an approved tool set.
- Designed the platform to keep clients compliant with Utah's AI Policy Act: isolated containers per customer, full audit trails, AI disclosure, and approval before any outside action.
- Automated agent setup with onboarding templates and a reusable library of 150+ tool connections (Gmail, Outlook, Slack, HubSpot, Salesforce, and more), taking a client from signed SOW to a working agent in 20-30 minutes.
- Led AI workshops and speaking events for audiences of 100+, from business owners to engineers.

STACK OVERFLOW | Senior Technical Product Manager

Stack Overflow for Teams Enterprise | Jul 2023-Apr 2025

- Led the move of Teams Enterprise from company data centers to Azure and Kubernetes for 3,000+ enterprise customers, including Microsoft, Shell, banks, and government facilities, some with several thousand seats. Coordinated five engineering and SRE teams with weekly CTO reviews and delivered on time and within budget, before the data-center leases expired.

STACK OVERFLOW | Senior Technical Product Manager (continued)

Stack Overflow for Teams Enterprise | Jul 2023-Apr 2025

- Launched AI Answers, which answers employee questions from each company's own private Stack Overflow content, and a Slack integration. Piloted both with Stack Overflow employees before customer launch and measured questions answered, engagement, and how often users chose the AI answer over a human one.
- Helped lead quarterly SOC 2 compliance with a third-party auditor, giving auditors product access for evidence and turning their findings into user stories the engineering team fixed in its sprints.
- Cut enterprise customer update cycles from as long as 2-3 weeks to two days by replacing individually updated virtual servers with containerized deployments.
- Led two engineering teams, 15 engineers in total; mentored six engineers and junior PMs; aligned roadmaps with Sales, Marketing, Engineering, and executive leadership.

PLURALSIGHT | Product Manager to Senior Product Manager

Sep 2015-Jun 2023

- Took Learning Paths from zero to one and shipped 50+ guided, role-based paths through the course library on a platform with nearly 2M users worldwide. It became the platform's most-used area, used by hundreds of thousands of learners a day.
- Built the author experience used by every Pluralsight author, a worldwide network of hundreds of course creators.
- Led product teams of up to six engineers plus design, working directly with at least six teams over eight years and dozens of engineers, designers, and PMs across the company.
- Interviewed hundreds of customers and ran prototype and user tests with design and engineering to confirm what to build before committing engineering time.
- Promoted to Senior Product Manager and worked at staff level. Also owned assessment-driven personalization, the customer homepage, and dashboard; mentored new PMs and interns.

CSC (CORPORATION SERVICE COMPANY) | Software Engineering Manager

Oct 2013-Sep 2015

- Managed five engineers building software for registered agents, the firms that receive legal and compliance documents on behalf of businesses.
- Moved the team from waterfall to smaller, more frequent releases, and mentored two junior engineers to independently owning production features.

H&R BLOCK | Lead Software Engineer / Senior Software Engineer

Apr 2007-Oct 2013

- Led six engineers building the web portal for TaxWorks, a professional tax platform used by tens of thousands of tax professionals and processing 1M+ returns each tax season.
- Took the TaxWorks e-filing system through IRS certification and testing every year; built client-account management, e-file status tracking, and desktop-to-web data sync.
- Took My Tax Auction from concept to a live Azure pilot used by 100 tax professionals in its launch year, filing a few hundred real returns. The pilot proved H&R Block's tax software could run on Azure and led to Azure adoption across the software division.

BASIC COMPUTER SERVICES (TAXWORKS) | Software Developer

Sep 2001-Apr 2007

- Led the rebuild of TaxEngine, an online tax preparation product serving several hundred thousand users each tax season; its user base grew more than 300% during that work.
- Built the IRS e-filing integration and took it through the IRS's certification and testing every year, plus a guided wizard that walked individuals from preparation to e-filing.
- Owned front end, server, database, and load balancing for peak tax-season traffic.

EDUCATION

Bachelor of Science, Computer Science | Weber State University

Ogden, UT | Emphasis in Software Engineering