

Jason R Griffin

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Principal Technical Product Manager with 15+ years building AI-powered platforms at scale and leading operational transformations. Delivered ML-driven systems serving 250,000+ users across 11,000+ locations, with expertise rolling out large-scale process changes alongside product releases. Partner with ML Engineering and Data Science teams to ship solutions that reduce operational costs 30-40% while transforming how frontline teams work.

Experience

Starbucks Coffee Company

Oct 2011 – Present

Principal Technical Product Manger

Feb 2018 - Present

Owned the retail inventory and ordering platform serving 11,000+ company owned locations and over 250,000 users.

- **Spearheading go-to-market strategy** evangelizing vision to executive stakeholders and coffeehouse leaders through presentations, demos, and cross-functional showcases while defining phased rollout criteria and adoption strategies
- **Partnered with Data Science teams to deliver ML-powered planning system** that automated ordering decisions through advanced analytics APIs, reducing waste by 15%.
- **Delivered AI-powered count application** reducing inventory count times 75% with 98% first-time accuracy.
- **Defined platform strategy and technical vision** to modernize enterprise inventory visibility, partnering with Engineering and Supply Chain leadership to architect API-driven microservices integrated with enterprise systems.
- **Translated complex operational challenges** into multi-year roadmap that enabled real-time data access and positioned platform for AI/ML-powered optimization.
- **Led engineering teams through migration** of legacy IBM iSeries systems to cloud-based SaaS/PaaS platforms, projected to reduce sustainment costs 30-40%.
- **Drove product adoption strategy** through comprehensive user research program, conducting usability studies with low and high-fidelity prototypes to validate feature concepts before development. Iterated designs based on quantitative feedback and qualitative insights, resulting in 75% reduction in task completion time.
- **Implemented enterprise integration architecture** using RESTful APIs and event-driven messaging connecting Oracle ERP, o9 Solutions, and enterprise data warehouse reducing support tickets by 60%
- **Delivered localized menu and sold-out item notifications**, improving customer engagement and powering our recommendation engine driving mobile app adoption to current 33% of sales transactions/day
- **Delivered mobile application to manage food** lifecycle in the store resulting in a reduction of stock out rate by 23% year over year
- **Delivered customer order application** increasing catering orders in the store

Lead Application Engineer, Web and Mobile

Oct 2011 – Feb 2018

Lead a team of over 20 on-shore and off-shore developers supporting the retail inventory, ordering and master data platforms.

- **Developed Starbucks' first mobile application** used to count inventory reducing the count time from 3 hours to under an hour
- **Delivered a food management tool** allowing the store manager to plan their food category based on forecasted sales and consumption reducing waste and increasing sales by 8%
- **Introduced Progressive web apps** allowing for a singular codebase to run on any device/platform reducing development by 50%
- **Drove permanent incident resolution** resulting in 90% reduction of weekly production incidents

Costco Wholesale

Jan 2006 – Oct 2011

Application Developer II, Depot Systems

Application developer supporting Costco's distribution network and depot locations..

- **Pioneered new system to automate receipt of orders** upon carrier check-in, significantly reducing manual entry errors and wait times what you did -- what was the impact -- how was it measured
- **Redesigned appointment system** to support secondary assignment for receiving doors, leading to improved scheduling efficiency and shorter delivery wait times.

Education

DeVry University, Fremont Ca

Bachelor of Science, Computer Information Systems

Technical skills: Miro | Confluence | Jira | GitHub | SmartSheets | Incorta | MS Office Suite | Microservices | SOA | TDD | NoSQL | Agile | Scrum

Work Authorization:

US Citizen