

ROBERT SCHULTZ

Consumer AI • Voice → Multimodal → Agentic • 1B+ Users

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I build the AI software layer that turns frontier research into consumer products people actually use—the intelligence behind the devices we wear, hold, and talk to, at billion-user scale. My range runs from building and leading the engineering org to driving the AI strategy and execution that ships it across an organization of thousands.

- **Shipped AI to 1B+ users** across three generations of consumer assistants—voice (Alexa), multimodal (Google Assistant), and ambient/agentic (Meta Wearables)—spanning on-device inference, cloud LLM serving, multimodal perception, and frontier model evaluation at global scale.
- **Built and scaled engineering organizations of up to 50** across North America and Europe, owning end-to-end platform strategy, global partner ecosystems, and multi-million-dollar infrastructure budgets.
- **Architected the developer platforms and partner ecosystems** behind consumer AI at global scale—Alexa Music’s self-service Skills API onboarded 15+ partners (Spotify, Apple Music) across 20+ countries and 100M+ devices for hundreds of millions in revenue; same playbook drove Grammarly for Developers and App Actions.
- **Established company-wide AI quality and product excellence frameworks** at Meta, Google, and Grammarly—the measurement infrastructure that drove executive prioritization and AI investment decisions at billion-user scale.

EXPERIENCE

Meta

Sr. Technical Program Manager — Wearables AI • Nov 2024 – Present • Menlo Park, CA

Drive AI program strategy across Meta’s 3,000+ person Wearables organization—owning the Contextual and Proactive AI roadmap for the consumer smart-glasses portfolio across display and non-display form factors, bridging frontier research with production-grade systems for the next generation of consumer AI devices.

- **Own end-to-end Contextual and Proactive AI program strategy** across Meta’s smart glasses portfolio—orchestrating on-frame inference, cloud LLM serving, multimodal perception, and context understanding to deliver agentic, ambient AI experiences powered by frontier models that define the next generation of consumer AI devices.
- **Drive the end-to-end RLHF data and evaluation strategy for Wearables AI**, building human-in-the-loop infrastructure for model quality measurement, error classification, and training-loop optimization—driving weekly VP-level quality reviews. Launched an RLAIF initiative on a Mixture-of-Experts architecture that automated evaluation across 100% of wearables traffic, compressing lead time from 7 days to 24 hours and delivering \$100M in cost avoidance.
- **Pioneered the Wearables dogfooding measurement program** in partnership with SVP leadership—building the end-to-end data pipeline, instrumenting on-device telemetry, and delivering an executive dashboard that established organizational visibility into real-world device usage for the first time. Drove participation from a 30% baseline to over 90% within three months.
- **Champion cross-Meta AI adoption initiatives within the TPM community**—building agent-based program tooling, delivering technical talks, and partnering with leadership to establish AI as a force multiplier for program execution.

Grammarly

Sr. Engineering Manager — Consumer Engineering • Mar 2023 – Nov 2024 • San Francisco, CA

Built and led the engineering organization responsible for Grammarly’s core client platform—the foundation enabling AI-powered writing assistance to reach millions of daily users across every consumer surface.

- **Built and led the distributed engineering organization** across North America and Europe, reporting to the VP of Engineering—owning the platform layer that enabled all product teams to ship AI features at scale.
- **Launched Grammarly for Developers**, an extensible AI platform enabling integration into thousands of third-party products—opening a new go-to-market channel generating millions in annual revenue and significantly expanding Grammarly’s consumer reach.
- **Architected Grammarly OS**, a unified web-technology platform consolidating Mac, Windows, and Extension clients into a single codebase—tripling feature-delivery velocity and dramatically reducing cross-platform engineering overhead.
- **Launched App Actions**, integrating third-party services (Google Docs, JIRA) directly into the Grammarly experience—driving measurable increases in DAU, retention, and Enterprise adoption, and paving the way for Grammarly’s AI-native pivot and integration acquisitions such as Coda and Rows.

Google

Sr. Manager, Technical Program Management – Assistant · Nov 2020 – Mar 2023 · Mountain View, CA

Drove AI quality and product-excellence strategy across Google’s 2,000+ person Assistant organization, leading a team of senior technical program managers—directly improving the multimodal AI experience for over one billion users worldwide.

- **Directed end-to-end AI quality programs across the full Assistant stack**—voice, multimodal understanding, and large language model capabilities—establishing durable measurement frameworks that gave senior leadership clear, data-driven visibility into product health and AI investment priorities.
- **Operationalized AI quality infrastructure** that established baselines and targets across the Assistant experience, enabling the organization to track and improve AI performance systematically rather than reactively.
- **Conducted competitive analysis against Alexa and Siri**, producing strategic insights that directly influenced product prioritization and strengthened Google Assistant’s market position.
- **Scaled and standardized business and quality review processes** across multiple engineering organizations, creating operating rhythms that improved decision-making efficiency and cross-org alignment.

Amazon

Sr. Manager – Alexa Music · Jul 2016 – Aug 2020 · Seattle, WA

Built and led the cross-functional organization for Alexa Music—with engineering managers, tech leads, product managers, and technical program managers reporting in—owning the AI software, backend platform, and global partner ecosystem for the most-used feature on 100M+ Echo devices.

- **Scaled Alexa Music from a US-focused product to a global consumer AI platform**—launching 15+ strategic music services (Spotify, Apple Music, iHeartRadio, Pandora, SiriusXM) across 20+ countries and 8+ languages, serving 100M+ Echo devices and generating hundreds of millions in downstream revenue.
- **Designed and launched the Music Skills API**, transforming partner onboarding from a months-long manual process into an automated, self-service platform—cutting partner time-to-market roughly 6x (from months to days) and enabling the partner ecosystem to scale independently.
- **Managed core voice-AI backend services** handling billions of daily requests on consumer devices with high reliability, overseeing a multi-million-dollar annual infrastructure budget while continuously optimizing cost and performance.
- **Executed four executive-level strategic goals reviewed regularly with Amazon’s S-team**, including the launches of Apple Music and the Spotify migration—two of the highest-visibility partnerships in Alexa’s history.

Ancestry

Engineering Manager – Platforms · Dec 2010 – Jul 2016 · San Francisco, CA

Led multiple engineering teams through a foundational platform transformation, rebuilding core systems, upskilling 150+ engineers, and enabling the technical foundation that supported Ancestry's growth and eventual acquisition.

- **Spearheaded the company-wide adoption of Node.js and React**, transitioning 150+ engineers to modern development stacks—increasing development velocity, consistency, and maintainability across the organization.
- **Directed the end-to-end technical execution of Ancestry's acquisition of Find A Grave**—migrating 130M+ records and launching new iOS and web applications with zero operational disruptions.
- **Established a dedicated mobile engineering team** and modernized the mobile stack, accelerating delivery across platforms and expanding Ancestry's reach to mobile-first users.

EARLIER EXPERIENCE

Accesso ShoWare

Founding Engineer → Sr. Engineer · 2001 – 2010 · Fresno, CA

Founding engineer of one of the first online ticketing platforms (acquired 2014). Built the platform from the ground up and scaled it to 2M+ tickets sold annually. Pioneered the first mobile ticket-scanning solutions for venues and built early mobile ticket-printing systems—shipping consumer-facing products at scale before “mobile” was a category.

AREAS OF EXPERTISE

Consumer AI Devices · Smart Glasses & Wearables · On-Device & Cloud Inference · Agentic AI · Multimodal Perception · Voice & Conversational AI · Frontier LLMs · RLHF / RLAIF · Model Evaluation at Scale · AI Quality Infrastructure · Technical Program Management · Platform Architecture · Organizational Design (10–50+) · Executive Program Strategy · Strategic Partnerships · Go-to-Market Execution · VP/SVP Stakeholder Management