

Lou Kromah

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Portfolio: <https://lukrom.framer.website/>

Professional Profile

Trusted technical advisor with 10+ years helping organizations adopt and scale AI. Combines enterprise ML platform experience at Twitter with deep hands-on expertise in AI-augmented developer tooling — GitHub Copilot, VS Code, and agent-based coding workflows. Coached 300+ learners through structured technology curriculums, sharpening a consultative style focused on implementation, optimization, and long-term client value. I proactively identify opportunities, solve problems, and move work forward without being asked.

Professional Experience

Journey Foods

Head of Product

Remote | May 2026

Journey Foods is an AI-powered food data platform helping CPG brands find, vet, and source ingredients globally.

- Own product strategy and roadmap across Journey Foods' three-product suite (Supply Chain Portal, API Data Portal, Guava), reporting directly to Founder & CEO.
- Lead design and technical specification for the Growth Command Center, a cross-product executive dashboard and admin console spanning metrics reporting and account management.
- Led self-serve portal redesign across two acquisition funnels, unifying a split manufacturer/supplier account model.
- Cut launch scope to one real flow over a simulated demo, accelerating customer feedback on the highest-value workflow.

Dark Mode

Founder & Program Manager

Charlotte, NC | May 2023 - Dec 2026

Built and scaled a workforce development company that up-skilled adult learners to UX designers.

- Led a workforce-technology initiative focused on upskilling adult learners, operating as both product owner and enterprise program lead.
- Designed and governed end-to-end program operations including technology platforms, vendor partnerships, and curriculum delivery.
- Managed relationships with municipal agencies, enterprise technology partners, and nonprofit stakeholders to align workforce outcomes with community needs.
- Oversaw platform adoption, reporting, and performance metrics across cohorts, generating \$250K in program revenue over two years.

Cigna Health

Sr. Product Manager

Remote | May 2023 - May 2025

Cigna is a global health services company that provides medical, dental, behavioral health, pharmacy, vision, and supplemental insurance products to individuals, employers, and government organizations.

- Owned roadmap and delivery for enterprise web and mobile applications serving **11M+ users** across commercial and government health plans.
- Partnered with business, operations, and compliance stakeholders to align application features with accessibility, regulatory, and service goals.
- Led cross-functional delivery teams (engineering, UX, research) through enterprise releases and platform enhancements.
- **Reduced Spanish-language customer service calls by 20%** through governance-led localization and UX improvements.
- Established performance benchmarks and accessibility standards for mobile applications.

WITH Wellness

Sr. Product Manager

Remote | September 2020 - Sept 2022

B2B SaaS wellness platform providing access to immersive wellness retreats, a diverse network of wellness coaches, and digital learning content.

- Helped establish governance and delivery processes for a B2B SaaS wellness platform serving enterprise clients.
- Partnered with client stakeholders to pilot and evaluate platform usage across corporate accounts.
- Implemented account utilization tracking and reporting to support \$500K+ in managed revenue.
- Coordinated cross-functional teams to deliver platform features aligned with client business objectives.

Twitter

A.I. Infrastructure Engineer

San Francisco, CA | July 2018 - July 2020

Leading social media platform renowned for real-time news, conversation, and community engagement on a global scale.

- Supported enterprise-scale internal machine learning platforms used by multiple product and advertising teams.
- Led migrations of critical ML pipelines to shared infrastructure, improving feature reuse and governance across teams.
- Enabled access to a centralized catalog of 1,000+ features across 10+ ML teams, supporting large-scale data and application integration.

Education

Georgia Institute of Technology | MS Computer Science
North Carolina A&T State University | BS Computer Science