

Olivier Vroom

Conversational AI Researcher | olivier.vroom@gmail.com | San Francisco, CA | [linkedin.com/in/oliviervroom](https://www.linkedin.com/in/oliviervroom)

EDUCATION

Utrecht University

Master of Science, Artificial Intelligence

Sep 2023 - Jun 2026

Utrecht, Netherlands

UMass Boston

Exchange Program, Computer Science

Jan 2025 - May 2025

Boston, MA

Erasmus University College

Bachelor of Liberal Arts and Sciences, Economics & Business

Sep 2018 - Jul 2021

Rotterdam, Netherlands

WORK EXPERIENCE

Humanolab | Longevity assessment and personalized health platform

Jul 2026 - Aug 2026

Product & Engineering Consultant (6-week engagement)

San Francisco, CA

- Transformed a high-touch onboarding and sales process into an **automated self-service journey in under two months**, raising successful lab scheduling from **80-90% to nearly 100%**.
- Added onboarding visibility into included biomarkers and helped increase protocol adherence from **70% to 86% across 70 users** and average satisfaction from **3.6 to 4.2/5 across 51 users**.
- Built admin capabilities for editing client information and introduced a DevOps pipeline, reducing average bug-resolution time from **two weeks to two days**.
- Streamlined product and operational workflows, freeing the team to focus on sales and marketing and contributing to average monthly sales growth from **\$17K to \$32K**.

CHAI Lab @ Northeastern University | Conversational Human-AI Interaction Lab

Apr 2026 - Present

Conversational AI Researcher

Boston, MA

- Researching how conversational formality affects trust, empathy, and voice-assistant adoption among older adults (**N=137, ages 60-85**) with Utrecht University and CalicoCare; designed and evaluated human-AI interactions and user studies.
- Represented the lab at **ACM CHI 2026** in Barcelona, a premier international HCI conference.

Spoqen | Voice AI platform handling missed calls with human-like assistants

Apr 2025 - Dec 2025

Co-Founder & Product Lead

San Francisco, CA

- Led product strategy, roadmap prioritization, and sprint planning for a **team of three engineers** building a Voice AI platform.
- Designed natural, trustworthy voice-agent flows across tone, turn-taking, and edge cases; translated client needs into product requirements and acceptance criteria.

UserExperience.org | Media platform covering UX and AI

Jan 2024 - Present

Founder

San Francisco, CA

- Conducted **100+ interviews** with industry leaders including Chris Messina and Travis Neilson.
- Created a YC AI Startup School aftermovie that went viral (300+ likes, **40K views**) and was reposted by Y Combinator.

KLM Royal Dutch Airlines | Engineering & Maintenance, Salesforce-to-SAP integration

Dec 2022 - Jul 2023

Business Analyst & UX Designer

Schiphol, Netherlands

- Served as liaison between the development team and **~100 internal users** across engineering, logistics, and operations; translated research into user stories.
- Designed prioritization logic for aircraft parts and repairs through stakeholder workshops and supported the **go-live migration**.

Linkpage.bio | Link-in-bio platform (formerly ShareableURL.com)

May 2020 - Jun 2023

Founder

Amsterdam, Netherlands

- Grew the platform to **100,000+ registered users** and adoption by global brands including Sony Pictures.
- Selected as a finalist for the UvA Entrepreneurship Minor pitch and accepted into Erasmus Centre for Entrepreneurship TSEP.

ADDITIONAL

Achievements: Hackathon Finalist: AlzAI Team; Second Place, Sahlgrenska Global Health Hackathon 2025

Skills: Conversational Design, UX Research, Voice & Chatbot Design, User Interviews, Product Strategy, Figma, Agile / Scrum

Certifications: Scrum Master (PSM 1), Product Owner (PSPO 1), UX Design Foundations, Functional Design

Languages: English (Fluent), Dutch (Fluent), French (Fluent), Spanish (Fluent)