

Olivier Vroom

Product Design & Applied AI

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SUMMARY

- Conducted research on how conversational formality shapes trust, empathy, and voice-assistant adoption among 137 adults ages 60-85 as a Conversational AI Researcher at CHAI Lab.
- Led product and engineering for Humanolab's onboarding automation, raising lab scheduling completion from 80-90% to nearly 100% and protocol adherence from 70% to 86% within a six week engagement.
- Co-founded and led product for Spoqen.com, a Voice AI platform for missed-call handling, guiding a three-person engineering team through roadmap prioritization and voice agent design.
- Grew Linkpage.bio to more than 100,000 registered users with adoption by global brands including Sony Pictures.

CORE SKILLS

Product & Strategy: Product Strategy, Agile / Scrum, Figma

Conversational AI & UX: Conversational Design, Voice & Chatbot Design, UX Research, User Interviews

Development & Delivery: AI-assisted Development, API Integration, Automated Testing, CI/CD, DevOps

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

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

EXPERIENCE

Humanolab

Jul 2026 - Aug 2026

Founding AI Engineer - San Francisco, CA

Longevity assessment and personalized health platform

- 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, helping increase protocol adherence from 70% to 86% across 70 users and average satisfaction from 3.6 to 4.2 out of 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.

CHAI Lab @ Northeastern University

Apr 2026 - Present

Conversational AI Researcher - Boston, MA

Conversational Human-AI Interaction Lab

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

Spoqen.com

Apr 2025 - Dec 2025

Co-Founder & Product Lead - San Francisco, CA

Voice AI platform handling missed calls with human-like assistants

- 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, translating client needs into product requirements and acceptance criteria.

UserExperience.org

Jan 2024 - Present

Founder - San Francisco, CA

Media platform covering UX and AI

- Conducted 100+ interviews with industry leaders including Chris Messina (inventor of #Hashtag).
- Created a YC AI Startup School aftermovie that went viral (300+ likes, 40K views) and was reposted by Y Combinator.
- Co-presented two talks at UXPA Boston 2025: Making AI accessible for Deaf and hard-of-hearing people, and AI-proof your career.

KLM Royal Dutch Airlines

Dec 2022 - Jul 2023

Business Analyst & UX Designer

Engineering & Maintenance; Salesforce-to-SAP parts logistics for airlines worldwide

- Took over a critical role with minimal handoff and became the primary liaison between developers and approximately 100 users across engineering, logistics, and operations.
- Gathered requirements through interviews, shadowing, and workshops, translating findings into user stories for the development team.
- Designed parts and aircraft-repair prioritization logic with stakeholders, balancing engineering, logistics, and operational needs.
- Supported the go-live migration from the legacy process to the integrated system.

Linkpage.bio

May 2020 - Jun 2023

Founder

Customizable link-in-bio pages with links, images, and media; pivoted from ShareableURL.com after identifying stronger demand

- Grew Linkpage.bio to 100,000+ registered users worldwide, including Sony Pictures.
- Selected as a finalist from 21 startups to pitch in the University of Amsterdam entrepreneurship minor final round.
- Interviewed users, wrote functional and technical specifications, and translated them into user stories for an offshore development team; drove SEO and paid search.
- Earlier, ShareableURL.com powered custom song pages for Nathan Piland (4M+ TikTok followers) and was selected for the Erasmus Centre of Entrepreneurship's Talented Student Entrepreneur Programme, with weekly mentorship from Booking.com co-founder Bas Lemmens.

EDUCATION

Utrecht University

Sep 2023 - Jun 2026

Master of Science, Artificial Intelligence - Utrecht, Netherlands

Average: 7.92/10

UMass Boston

Jan 2025 - May 2025

Exchange Program, Computer Science - Boston, MA

Erasmus University College

Sep 2018 - Jul 2021

Bachelor of Liberal Arts and Sciences, Economics and Business - Rotterdam, Netherlands

ACHIEVEMENTS

- Top 3 Finalists, Sahlgrenska Global Health Hackathon 2025, AlzAI Team