

Emily Yeh

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SUMMARY

Product leader with 9 years building 0-1 products across consumer, fintech, identity, payments, and platform. Founding PM at Bolt who built the consumer pillar and a 10M+ user identity network as it scaled to 800+; since then has shipped platform, marketplace, and AI products and builds consumer apps hands-on, with deep user research at the core.

EXPERIENCE

Senior Product Manager, Platform & 0-1 Products

2024 - 2026

Valon (Customer Support Platform) · San Francisco, CA

- Shipped a task and workflow platform 0-1, from customer discovery through company-wide rollout: 200 agents across 15+ teams with 500K+ tasks in 6 months, replacing the incumbent (Zendesk)
- Designed a configurable, no-code workflow-orchestration platform in a regulated domain, built so automated, human, and AI-driven steps run in the same flows

Lead Product Manager, Marketplace & Investor Experience

2023 - 2024

Ledger (Reinsurance Marketplace) · San Francisco, CA

- Built investor and marketplace products for a reinsurance marketplace; automated 100% of monthly policy and claims data flows (5x operational efficiency), with thoughtful information architecture, filtering, and alerts

Founding → Lead Product Manager, Consumer & 0-1 Products

2018 - 2022

Bolt (E-commerce Checkout, Payments & Identity) · San Francisco, CA

- Joined as 12th employee and first PM; built the consumer product pillar 0-1, owned its vision, strategy, and roadmap, and grew the company to 800+ employees across 4 funding rounds, partnering cross-functionally with engineering, design, and data
- Built Bolt ID 0-1, a universal identity network across a 10M+ user, two-sided merchant platform; grew account activation from 2% to 70%, reduced fraud while raising payment approvals, with account holders 15% more likely to purchase again than guests
- Drove ~10% higher overall checkout conversion by leading the data-driven pivot to 1-click checkout, backed by Fullstory behavioral analysis and self-built SQL dashboards

Software Engineer

2016 - 2017

Index (acquired by Stripe) · San Francisco, CA

- Developed in-person payment and checkout features used by 300+ stores; built early fluency across backend and data systems

AI PRODUCT LAB (INDEPENDENT)

Ship consumer AI products end to end to keep product instincts native to what AI unlocks:

- Orphea: designed and built a consumer social discovery app for live theater, with a discovery feed, ratings, reviews, and a friends feed
- Clara: an LLM-powered tool that turns a messy email inbox into organized, structured plans; Gist: a native iOS app (Swift/SwiftUI) with AI transcription, summarization, and search

EDUCATION & RECOGNITION

Carnegie Mellon University, B.S. Computer Science

2016

Executive 10X Impact Award (Bolt) · AI Leaders to Follow, named by Amazon's Global Head of ML (2019) · ML and behavioral research (OkCupid) featured in New York Magazine