

URS KAYKY GOMES

AI PRODUCT MANAGER | GENAI PRODUCTS | B2B / ENTERPRISE

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PROFESSIONAL SUMMARY

AI Product Manager with hands-on experience helping bring a GenAI product from early development to market launch (EagleGPT, approximately six months), working across product discovery, requirements, prioritization, QA and go-to-market alongside a seven-person development team. Backed by 10+ years of B2B and customer-facing experience, translating customer needs into product decisions and working closely with engineering, sales and C-level stakeholders. Builds on this with practical GenAI and agentic AI knowledge from completed Anthropic Academy training and hands-on work with OpenAI tools, plus hands-on product work on VOZURA, an independent AI conversation-intelligence project.

PROFESSIONAL EXPERIENCE

Jun 2025 –
Jun 2026

Senior Sales Manager & Junior Product Manager BE BRAVE AG · Risch-Rotkreuz

- Contributed to bringing EagleGPT from early product stage to market launch in approximately six months, collaborating with a seven-person external development team across discovery, requirements and delivery.
- Translated enterprise customer feedback into structured requirements and product priorities; coordinated QA, structured test cases and product documentation with the development team.
- Supported the acquisition and onboarding of the company's first three B2B enterprise customers together with the CBO across education, food manufacturing and healthcare.
- Contributed to pricing, product positioning and go-to-market execution, and supported expansion of the AI product portfolio with EAGEL Noter and EAGEL Meets, presenting solutions to enterprise and C-level stakeholders.

Dec 2021 –
May 2025

Store Agent Sunrise AG · Zurich

- Identified recurring customer problems and translated them into structured product and positioning input for internal stakeholders.
- Exceeded sales targets by more than 15% through consultative selling of consumer technology and ecosystem products.

May 2014 –
Nov 2021

Deputy Store Manager mobilezone AG · Zurich

- Led and developed sales teams with full ownership of revenue, performance and KPIs.
- Recognised as a Top Performer in Switzerland four times (2016, 2017, 2019, 2020).

Aug 2012 –
Feb 2014

Deputy Store Manager Fust AG

- Supported store management across daily sales, service and staff coordination.

EDUCATION

Sep 2023 –
Jun 2024

Diploma in Product Management (incl. Digital Marketing) KV Business School Zurich

Aug 2010 –
Aug 2012

Retail Assistant EBA (Federal VET Certificate) Elektrizitäts- und Wasserwerk Wettingen

SELECTED AI TRAINING

Anthropic Academy — completed courses
Claude with Amazon Bedrock · Claude with Google Cloud Vertex AI

INDEPENDENT PROJECT

VOZURA – AI Conversation Intelligence

AI Product Manager · Independent Product Project · 2026 – Present

- Owned product discovery, problem definition and requirements for VOZURA, an independent AI conversation-intelligence product in prototype stage, targeting B2B sales, customer success and account management use cases.
- Defined and prioritized core capabilities including transcription, conversation metrics, intent and objection detection, and evaluated LLM-based workflows for persistent, cross-conversation customer context.
- Ran structured testing and evaluation of AI workflows, guiding iterative product development through AI-assisted workflows.
- Piloted a Swiss-German transcription beta for Swiss B2B use cases.

CORE SKILLS

Product Management	Product Discovery · Product Strategy · Requirements Gathering · Prioritisation · Feature Definition · QA & Structured Testing
AI Product Management / GenAI	Generative AI · LLM Workflows · AI Evaluation · AI-Assisted Prototyping
Customer & Market	Customer Discovery · Enterprise Customer Insights · B2B Customer Needs · Product Positioning
Delivery & Stakeholders	Cross-Functional Collaboration · Engineering Collaboration · Stakeholder Management · C-Level Communication
Go-to-Market & Commercial	Go-to-Market · Pricing Input · Sales Enablement · Enterprise Sales · Consultative Selling

AI, PRODUCT AND BUSINESS TOOLS

AI-Assisted Development	ChatGPT · Claude · Gemini · Claude Code · Lovable
Product & Collaboration	Figma · Miro · Jira
Used Building VOZURA	GitHub · Supabase · Deepgram
CRM	Salesforce · Microsoft Dynamics 365
Data & Analytics (Basic Knowledge)	SQL · Python · Power BI · BigQuery

LANGUAGES

German — C2	Portuguese — C2
English — C1	Italian — C1
Spanish — C1	