

Stephan Ryatt

PRODUCT LEADER | APPLIED AI & PRODUCT ARCHITECTURE

Taos, NM · U.S. citizen – no sponsorship required

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SUMMARY

Hands-on product leader strongest in ambiguous, system-level problems: deciding what to build, architecting how interconnected capabilities and workflows fit together into coherent products, and carrying that coherence through UX and execution. Has held product-wide responsibility for a multi-sided enterprise platform and personally designed, built, shipped and improved production AI systems.

EXPERIENCE

Copalana

Head of Product & AI | Co-Founder · July 2019–Present

B2B SaaS CSR platform for corporate volunteering, skills volunteering, fundraising, and nonprofit engagement. Enterprise clients have included Roche, MSD, L'Oréal, Zurich Cantonal Bank, Migros Bank, and Credit Suisse.

- Conceived and led development and scaling of Corporate Volunteering, which became Copalana's **primary revenue-generating product** and the core offering driving new enterprise customer acquisition.
- Held **primary product authority** as Copalana evolved into a multi-sided enterprise platform, shaping product direction, architecture, UX, pricing, and applied AI. Conceived and drove a workspace model that reorganized fragmented capabilities around the workflows of corporate administrators, employees, and nonprofits.
- Rearchitected the corporate-admin product around its core workflows, personally defining information architecture, interaction behavior, and wireframes. Generalized Zurich Cantonal Bank's operational requirements into reusable product concepts; the redesign helped secure the bank as a client **replacing Benevity, a leading enterprise CSR platform, with Copalana.**
- Redirected a proposed dashboard UX refresh into a booking-lifecycle redesign after identifying fragmented information and inadequate date negotiation as causes of stalled corporate-volunteering bookings. Redesigned the coordination workflow, enabling companies and nonprofits to progress bookings with less administrative intervention.
- Conceived and led development of Skills Volunteering, which saw extensive use at Credit Suisse. Also led Copalana's applied-AI product work, including a two-stage wizard that turns loosely defined nonprofit needs into feasible professional-volunteering projects and structured, editable opportunities.

Pathfinder Pro

AI Product Architect & Developer — Contract · April 2025–May 2025

AI-powered Swiss study-program recommender combining psychometric assessments, free-text reflections, and a current university-program database.

- Took the founder's concept and dataset to a **live, paid product in six weeks**, owning product definition, UX, AI architecture, implementation, evaluation, and launch. The product remains in production.
- Designed a **hybrid retrieve–rerank architecture** after the full-context approach hit model limits, preserving rich source information while using embedding retrieval to narrow the candidate set and reserving LLM judgment for multidimensional comparison. Diagnosed interest-heavy retrieval and corrected the underlying representation, producing more balanced shortlists in qualitative testing.
- **Built the production system** with n8n, Supabase, Airtable, OpenAI, and Python, automating AI orchestration, chart generation, report assembly, validation, and delivery. Established separate test/prod environments, repeatable evaluation of prompt, model, and orchestration changes, and failed-order recovery paths while enabling the nontechnical founder to operate and update the product independently.

Earlier experience

Project Lead, Digital Transformation – KV Luzern · April 2015–March 2018

Led enterprise CRM/CMS integration and re-engineered marketing and sales workflows using BPMN, from process design through organizational adoption.

Business Analyst, Infrastructure Virtualization – Credit Suisse · June 2011–December 2013

Designed business-process models in UML and BPMN for virtual-server provisioning, helping standardize and automate workflows within a major infrastructure-virtualization initiative supporting Credit Suisse's cloud strategy.

SELECTED CAPABILITIES

Product:	Product Strategy · Product Vision · Product Architecture · Systems Thinking · Product Discovery · Zero-to-One · Workflow Design · UX
AI:	LLM Orchestration · RAG · AI Evaluation · Guardrails · Tool Use · Structured Outputs
Technical:	Python · SQL & Data Modeling · Git/GitHub · APIs · CI/CD · Automated Testing · n8n · Supabase · Figma · Webflow

EDUCATION & LANGUAGES

Education: BSc Informatics (Information Systems), University of Zurich — Cum laude, 2014

Languages: English, German, Punjabi (native); Spanish, French, Italian (fluent)