

Robert Ferguson

Product Manager focused on internal platforms, developer tooling, and AI enablement — with a QA-engineering background that makes me unusually comfortable in the test, infra, and release layers of a product.

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Maryville, TN

■ EXPERIENCE

Unchained

Apr 2021 – Present · 5 yrs

Bitcoin-native financial services · Remote

○ Product Manager — Business Operations & AI Enablement

Apr 2026 – Present

- Promoted from Associate PM after proving independent ownership of a client-impacting product area whose primary stakeholders are **security, fraud, and risk**.
- Lead the company-wide **AI Working Group** driving AI enablement across product & engineering — the company's de facto **AI czar**, setting strategy, tooling standards, and rollout.
- Own discovery, scoping, and delivery for Business Operations initiatives that sit inside internal tooling but flow through to the customer-facing product.

○ Associate Product Manager

Jun 2025 – Apr 2026

- Initially managed the QA team I had previously been an IC on; owned the product surface for our **end-to-end test suite, Test Bridge** (test-data generation service), and **Bubble Manager** (on-demand ephemeral environments).
- Authored manual and automated **acceptance test plans** across the majority of major feature releases, partnering closely with feature PMs and engineering leads.
- Transitioned mid-role to the **Business Operations** product team supporting security & fraud/risk stakeholders, while continuing to lead AI enablement efforts.

○ Quality Assurance Engineer

Apr 2021 – Jun 2025

- Pioneered Unchained's automated testing practice — built and grew end-to-end coverage first in **Cypress**, then migrated and expanded the suite in **Playwright**.
- Built and maintained core test infrastructure: **Test Bridge** (internal service for generating realistic test data) and **Bubble Manager** (a self-serve UI for spinning up ephemeral environments, with Test Bridge tools surfaced in-browser).
- Owned manual test strategy for new feature work end-to-end, acting as the final quality gate before release.

Performance Test Engineer · Regions Bank

Jul 2017 – Apr 2021

Birmingham, AL

- Designed and executed performance and load-testing strategies for enterprise banking applications; partnered with app teams on tuning and release readiness.

Applications Development Intern · Pilot Flying J

May 2016 – Jul 2016

Knoxville, TN

- Led effort to embed application-security practices into the standard SDLC; became in-house expert on HPE Fortify and remediated OWASP Top 10 vulnerabilities across web properties.

■ HIGHLIGHT

AI Working Group Lead

Driving AI tooling, standards, and enablement across Unchained's product & engineering department. Company's unofficial AI czar.

■ SKILLS & TOOLS

PRODUCT

Discovery · Roadmapping · Acceptance criteria · Release planning · Cross-functional partnership

QUALITY & TESTING

Playwright · Cypress · Test strategy · Test data tooling · Ephemeral environments · CI/CD testing

AI ENABLEMENT

Claude Skills · Cursor · Agentic AI development · Internal AI tooling strategy

DOMAINS

Bitcoin / fintech · Security & fraud workflows · Developer tooling · Internal platforms

■ EDUCATION

B.S., Computer Science

University of Tennessee, Knoxville

2013 – 2017

Haslam Leadership Scholar — full-ride scholarship; four-year cohort-based leadership program selecting future leaders of Tennessee, with study abroad, internship, and capstone.

Undergraduate TA — Software Engineering

(COSC 340), Spring 2017

■ COMMUNITY

Honolulu BitDevs Host/Organizer

hnlbtc.group

2021 – 2025

Ran the monthly **Socratic Seminar** series — curated technical notes on Bitcoin protocol topics and facilitated discussion. Grew the group into Hawaii's largest Bitcoin-focused educational community.