

Juliana McMillan-Wilhoit

SENIOR PRODUCT MANAGER | AGENTIC AI & DOMAIN-SPECIFIC AGENTS | SUPPLY CHAIN

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PROFESSIONAL SUMMARY

I build domain-specific AI agents that automate real operational work—with deep roots in supply chain, logistics, and enterprise data products.

At Flourish & Thrive Labs I architected and shipped autonomous AI agents on AWS Bedrock—domain-specific digital workers with RAG/knowledge base architecture, front-end interfaces, and API integration—and I prototype daily using AI-native development tools. At Peapod Digital Labs / ADUSA Supply Chain Services, I owned a predictive demand model powering multi-million-dollar facility investment decisions across warehouses, distribution centers, and pick-from stores. At the U.S. Army Corps of Engineers I was product manager for ENSITE, a global intelligent control tower integrating diverse real-time data sources for operational site decisions—deployed in Iraq, Afghanistan, and Poland. Across 15 years of product work I have commercialized data and analytical products at KPMG, built validation frameworks that drive enterprise adoption, and published an AI governance guide adopted by organizations nationwide. I host a monthly AI Community of Practice and deliver a 2026 national keynote on AI applications.

PROFESSIONAL EXPERIENCE

Chief Product Officer & Co-Founder

Flourish & Thrive Labs

January 2023 - Present | Grayslake, IL

Own end-to-end product strategy, P&L, and go-to-market for Public Health 360—a platform with AI-powered autonomous agents, APIs, and complex data infrastructure. Hands-on AI builder and enterprise AI strategist.

- **Built and shipped autonomous, domain-specific AI agents** on AWS Bedrock—including a compliance chatbot with RAG/knowledge base architecture, front-end UI, API configuration, and third-party system integration. These are digital workers that replace manual operational tasks, not general-purpose assistants
- Prototype daily using AI-native development tools (Claude Code); leverage AI-augmented Python and SQL for product analytics, data processing, and rapid experimentation with new agent capabilities
- Defined the company-wide AI strategy from zero: identified automation opportunities across operations and client workflows, evaluated LLM and foundation model technologies, and set implementation priorities based on ROI and adoption metrics
- Published an AI governance guide adopted by organizations nationwide; host a monthly AI Community of Practice driving enterprise AI trust and responsible adoption
- Own product vision, roadmap, backlog, and P&L. Lead go-to-market efforts. Serve as team coach on SAFe projects coordinating engineering, data science, and customer success
- Led field research with 50+ domain professionals validating product-market fit; conducted process mapping identifying where autonomous agents create the highest efficiency gains in operational workflows

Product Manager / Senior Network Strategy Analyst

Peapod Digital Labs (ADUSA Supply Chain Services)

December 2020 - April 2023

Product owner for data-driven supply chain analytics powering multi-million-dollar facility network decisions across warehouses, distribution centers, and pick-from stores in a national e-commerce operation.

- **Product Owner, Demand Model:** Owned full lifecycle of a predictive analytics tool forecasting supply chain demand at census-block-group-level granularity. Conducted user assessments, defined roadmap, integrated with internal forecasting systems, and built a validation framework that increased stakeholder confidence and expanded enterprise-wide adoption
- Set priorities for multi-year supply chain investment decisions through annual strategic modeling—managed engineering sprints using Agile, coordinating across analytics, operations, and business stakeholders
- Conducted user interviews and focus groups; collaborated with UX and engineering to deliver automated Tableau dashboards achieving 1,000% reduction in processing time for operational reporting
- Built Python and Alteryx automation workflows standardizing supply chain data pipelines and reducing report generation time by hours

EXPERIENCE (CONTINUED)

Senior Data Scientist

KPMG

February 2019 - February 2020

Developed three data and analytical products end-to-end—scoping, requirements, team management, development, go-to-market.

- Developed three data and analytical products from concept through go-to-market—defined APIs and data architectures, managed junior developers, scoped user needs, and presented to investment forums
- Evaluated technology solutions and set implementation priorities; led organizational transition to new tooling with standardized documentation and processing automation

Product Manager / Program Manager

U.S. Army Corps of Engineers (ERDC/CERL)

December 2013 - February 2019

Product manager for enterprise-scale intelligent decision systems integrating diverse real-time data sources for autonomous operational decisions—deployed globally.

- **Product Manager, ENSITE**—the U.S. Military's first global site location control tower. Integrated diverse DOD and open data sources into a unified back-end for real-time operational decisions. Managed cross-functional teams (UX/UI, engineering, stakeholders). Deployed in Iraq, Afghanistan, and Poland after Russia's invasion of Ukraine
- **Crisis Deployment (Puerto Rico):** GIS Team Lead for Task Force Power Restoration. Built a real-time visibility platform and data standards used at all federal government levels including the White House. Automated an 8-hour daily data pipeline to 30 minutes using Python
- Established data governance framework with review boards and quality standards; led predictive modeling replacing legacy approaches

EDUCATION

Master of Urban Planning | University of Illinois Urbana-Champaign

Concentrations: Community Development for Social Justice & GIS | GPA: 4.0

Bachelor of Arts, Political Science & Interdisciplinary Studies | Wheaton College

GPA: 3.85, Summa Cum Laude

SKILLS

Agentic AI & Automation: Domain-specific AI agents, autonomous digital workers, LLM integration, AWS Bedrock, RAG/knowledge base, AI-native prototyping (Claude Code), prompt engineering, AI governance, multi-model experience, agent lifecycle & ROI

Product & Agile: Roadmapping & P&L, backlog prioritization, Agile/Scrum, SAFe, user research, process mapping, A/B testing, go-to-market, enterprise customer engagement

Technical & Supply Chain: Python, SQL, R, Alteryx, Tableau, API design, AWS, Salesforce, data governance, Confluence/Jira, real-time data platforms, supply chain operations & network strategy

AI COMMUNITY & THOUGHT LEADERSHIP

- **AI Community of Practice**—Founded and host a monthly peer community for AI adoption in enterprise settings; guest speakers include prompt engineering experts and legal/policy advisors
- **AI Policy Guide**—Published "12 Things to Include in an AI Policy"; adopted by organizations nationwide as a governance framework
- **Keynote Speaker**—National Maternal & Child Health Conference (2026, AI Applications); West Virginia GeoCon (2024); Kansas Association of Mappers (2023)
- **Adjunct Instructor**—Wheaton College & North Park University (GIS, Web Applications, Senior Seminar)

RECOGNITION

- **Fulbright Scholar**, Bulgaria (2012-2013)
- **Geospatial Rising Star**, Geospatial World (2022)
- **Department of the Army Medal**, Civilian Service
- **Summa Cum Laude**, Wheaton College