

James Heath

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building: [sunriselabs.ai](#)

Hopelessly curious and obsessed with the details that make products great. A decade shipping consumer hardware and software people use every day. Tinkering and building AI-native products.

Experience

Mill Industries Inc. ([mill.com](#))

San Bruno, CA

Climate tech startup keeping food out of landfills through connected products and services for homes and businesses

Head of Product · [Residential](#)

Jan. 2026 – Present

- ▶ Set product vision and strategy for residential business; scaling profitably through new hardware, accessories, services, and channel expansion with a 3-person product team
- ▶ Assembled and lead a 4-person cross-functional AI core team to drive company-wide AI transformation—building prototyping infrastructure, governance frameworks, and a sandbox program

Product Lead · [Consumer & Commercial Hardware](#)

May 2024 – Jan. 2026

- ▶ Managed team of 2 PMs improving product experience through firmware, algorithms, and mobile app updates while driving \$80+ per-unit COGS reduction—maintaining 70+ NPS throughout
- ▶ Drove color strategy and SKU roadmap through customer research and ID partnership; shifted portfolio toward higher-margin products while maintaining volume
- ▶ Shipped cost-optimized product variant from concept to production in 9 months
- ▶ Defined Mill Commercial end-to-end: market sizing, unit economics, business case, and PRD; partnered with BD to secure Whole Foods as launch partner

Product Manager · [Hardware & Connected Software](#)

Jan. 2023 – May 2024

- ▶ Delivered Mill's 2nd gen device in 15 months with NPS 75+ at launch, reducing COGS by 40%+ while coordinating hardware, firmware, software, and algorithms across cross-functional teams
- ▶ Cut mobile development costs 50% and improved velocity by insourcing from external agency
- ▶ Managed 1 PM while maintaining Gen 1 customer experience and reliability during Gen 2 development

Product Manager · [Device Software](#)

May 2022 – Jan. 2023

- ▶ Developed the companion app for Mill's kitchen bin from 0 to 1, leading cross-functional teams across UX, cloud, and firmware to achieve 4.8/5 App Store rating and NPS of 65 at launch

Google

Mountain View, CA & London, UK

Product Manager · [Google Photos](#)

Feb. 2020 – May 2022

- ▶ Grew subscription revenue 2.5X leading a team of 10 engineers to launch 25+ new features and A/B experiments across Android, iOS, and Web to increase paid subscribers and retention
- ▶ Architected and implemented cross-product policies projected to save Google \$XXXM over 5 years

Product Marketer → Product Manager · [Office of CMO, Retail, Nest, Search](#)

Sep. 2014 – Feb. 2020

- ▶ PM: Created and refined internal tools to send customized surveys based on user behavior at scale
- ▶ PMM: Launched Chromecast (2018) and Google Home Max (2017) in 29+ countries, crafting product positioning, go-to-market strategy, and assets

Education

University of Pennsylvania, The Wharton School of Business

Philadelphia, PA

BS in Applied Economics, Wharton Dean's Advisory Board, Head MGMT100 TA

2010 – 2014

Additional

Skills: AI prototyping & agent design, qualitative & quantitative user research, product positioning & messaging, SQL & product analytics, A/B experimentation, pricing & business case modeling, executive communications

Hobbies: skiing & snowboarding, golf, Magna-Tiles, corgis, guitar & ukulele, conversational German, milkshakes