

BLAKE TAYLOR

AI Product Builder · Customer Experience AI · Trust & Safety

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SUMMARY

AI product builder and systems operator with experience shipping customer-facing AI products, workflow automations, guardrail systems, and production web and iOS tools. Founder of Koinophobia Labs, with a professional background in high-volume customer operations at DraftKings and a B.A. in Global Management. Strongest at translating real customer friction into structured products, approval workflows, escalation systems, and tested user experiences.

EXPERIENCE

Founder & Product Builder — Koinophobia Labs

Chicago, IL · 2025 – Present

- Built and operate an independent AI product studio; designed and shipped four AI-powered products and their supporting web systems.
- Own product strategy, roadmap planning, testing, documentation, deployment, and release cycles end to end.
- Build AI workflows around human-in-the-loop approval gates rather than uncontrolled automation, with swappable Claude and OpenAI model adapters for generation and utility tasks.
- Built operational dashboards, CRM workflows, lead intake, payments infrastructure, and internal tooling.
- Run structured QA, adversarial testing, and production verification across web and iOS — including an 80-prompt adversarial evaluation with zero hard guardrail violations and 50+ documented development and iteration cycles.
- Authored a Responsible Gaming community framework (CLEAR model) with escalation paths.

Associate Sportsbook Writer — DraftKings

Chicago, IL · 2023 – July 2026

- Operated in a high-volume retail environment serving hundreds of daily customers; served as a primary contact for complex product inquiries.
- Managed live product questions, customer escalations, account and transaction concerns, and real-time problem resolution under pressure.
- Translated product rules, policies, promotions, and operational procedures into clear customer guidance.
- Balanced speed, accuracy, compliance, and customer experience in a regulated environment, recognizing situations requiring escalation and routing them through the appropriate support or responsible-gaming process.
- Developed firsthand understanding of customer friction, product confusion, trust, and escalation design — experience now applied to AI product and workflow development.

PROJECTS

Trendi koinophobia.dev/trendi

iOS creator execution product that turns rough ideas into recordable content. SwiftUI; shipped through TestFlight.

You Know Ball you-know-ball-orpin.vercel.app

Sports-debate game with deterministic gameplay, guardrails, scoring, and shareable outcomes; TestFlight + live web MVP.

Career Forge career-forge-lite.vercel.app

Live Next.js/TypeScript résumé and job-search product.

Koinophobia Labs systems koinophobialabs.com

Public product site with revenue audit, lead intake, CRM, outreach, Stripe infrastructure, and deploy workflows.

EDUCATION

B.A., Global Management — Earlham College

2024

SKILLS

AI & Product: AI Product Development, Prompt & System Design, LLM Evaluation, Adversarial Testing, Guardrail Design, Human-in-the-Loop Workflows, Product Strategy, Product QA, Release Verification

Technical: Next.js, TypeScript, SwiftUI, REST APIs, OpenAI & Anthropic Integrations, Git & GitHub, Vercel, Railway, Stripe Integration, CRM & Workflow Automation

Operations & CX: Customer Experience, Product Support, Escalation Management, Responsible Gaming, Trust & Safety, Process Improvement, Documentation, Community Operations