

Chris Repich

Product & IT Manager

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Portfolio | linkedin.com/in/chrisrepich

Product manager who ships new products that make money. Built or prototyped all three products making up NINJIO's Sensei AI line. By June 2026, the line had reached roughly \$340K in sales pipeline and its first 20 paying customers, including one product built solo from prototype through production. About five years in IT and security operations, with the last two also spent building product. Requirements come from having lived the workflows rather than researching them.

EXPERIENCE

NINJIO Cyber Security Awareness Training

Product & IT Manager | Mar 2022 – Present

Product line. Built or prototyped all three products making up NINJIO's Sensei AI line, which had reached roughly \$340K in sales pipeline and its first 20 paying customers by June 2026.

Vishing and phishing. Shipped the Vishing MVP solo, from prototype through production, using ElevenLabs conversational AI. Built, tested, and documented the original Phishing Template Generator prototype for another engineering pod; my pod later took over to address implementation problems. Negotiated the ElevenLabs and brand-research data partnerships that power these products.

Training Generator. Originated the product, built the prototype that secured internal support, and led an engineering pod through launch. The production pipeline generates training content, composes decks, produces ElevenLabs narration, and packages SCORM for LMS delivery, cutting content production from hours to minutes and extending beyond cybersecurity.

Delivery. Own the delivery path from high-fidelity prototype and stakeholder approval to model output-quality criteria and the internal-availability, early-access, and general-availability tickets engineers work from daily.

Customer discovery. Conduct direct customer interviews on NINJIO's Customer Product Discovery team and direct two multinational engineering pods through discovery, roadmap prioritization, sprint planning, and stakeholder alignment.

IT operations. Manage helpdesk, infrastructure, endpoint operations, and vendor relationships. Selected and deployed NinjaOne and automated zero-touch provisioning of 130 endpoints through Microsoft Autopilot, aligned to ITIL 4 practices.

Virtually Testing Foundation

Program Manager (part-time) | Nov 2020 – Jan 2022

Managed 30 distributed direct reports running Help Desk operations and led a cross-functional team delivering concurrent 10-week internship cohorts totaling more than 1,000 participants.

Sage Network & Communications

Onsite IT Technician Level 2 (MSP) | Aug 2021 – Mar 2022

Delivered managed-services endpoint support onsite at client Atarabio's executive site through ServiceNow, authored standard operating procedures, and met service-level agreements.

SELECTED CAPABILITIES

Product management: Zero-to-one product development, roadmaps, backlog prioritization, user stories and PRDs, staged releases, customer discovery, go-to-market strategy, Agile and Scrum, stakeholder management, OKRs, data-driven decisions.

AI and technical: Generative AI and prompt engineering, model output evaluation, Claude, ChatGPT, Gemini, ElevenLabs, Tavus, Anam AI, Replit, n8n, API integrations, SQL, SCORM/LMS.

IT and prior security: NinjaOne RMM, CrowdStrike endpoint protection, Microsoft Autopilot, application control, patch management, vulnerability management, security operations, SOC 2 compliance coordination in Vanta, ITIL 4.

Tools: Azure DevOps, Jira, Confluence, Figma, Miro, ServiceNow, Microsoft 365.

EDUCATION AND CREDENTIALS

Moorpark College: A.S. Cyber Security; A.S. Computer Networking Systems Engineering; A.A. Communications.

Credentials: CAPM (PMI); ITIL 4 Foundations; Google Project Management Certificate.

Coursework: CCNA Introduction to Networks (Cisco).