Ryan Winkler

Senior Product Manager | AI Quality, Trust Systems, Internal Platforms

Dublin, Ireland | Stamp 4 permission, no sponsorship required
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Senior Product Manager with 10+ years in B2B SaaS across enterprise support, Trust & Safety, internal platforms and consulting. I turn customer conversations, incidents and operational data into product strategy, clear priorities and delivery plans.

Experience

Ryan Winkler Strategy Ltd | Product Consultant, AI Quality & Data Systems

Nov 2025 - present | Dublin / Remote

Selected B2B SaaS client

- Lead discovery and technical analysis across AI quality, customer support and operational workflows.
- Reviewed 10,000+ live Intercom Fin conversations for a B2B SaaS client; defined failure categories, quality criteria and human-handoff rules.

Zendesk | Product Manager, Internal Platforms & Trust Workflows

Sep 2021 - Apr 2025 | Dublin, Ireland

- Owned a contribution model used by 40+ engineering teams; improved tooling, ownership and developer documentation to increase cross-team pull requests by 135%.
- Owned Access Logs and Audit Logs product work, helping enterprise admins investigate who accessed or changed what and when.
- Aligned legal, security, sales and engineering around clear agreement states, ownership and review paths.

Zendesk | Senior Abuse Analyst, Trust & Safety

2018 - 2021 | Madison and Dublin

- Investigated API misuse, account compromise and coordinated abuse using SQL, BigQuery and Datadog.
- Moved to Dublin as the first EMEA Trust & Safety team member, establishing regional playbooks and escalation paths.

Zendesk | Senior Customer Advocate

2015 - 2018 | Madison, Wisconsin

- Diagnosed email infrastructure, integration and API issues for enterprise customers.
- Wrote Knowledge-Centered Service runbooks and coached frontline teams on technical troubleshooting.

Selected product work

I build and maintain neighbourhood websites and product experiments, including Coolock Village, BulkheadOS and Meitheal. This work runs alongside my consultancy.

Skills

Product strategy | Internal platforms | AI evaluation | Trust and safety | B2B SaaS | Cross-functional delivery | Customer signal | Technical product operations