

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 product that turns rough ideas into recordable content. SwiftUI; available on the App Store.

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

Sports-debate game with deterministic gameplay, guardrails, scoring, and shareable outcomes; live web MVP, iOS builds accepted by App Store Connect.

Way In (formerly Career Forge) career-forge-lite.vercel.app

Live résumé and job-search web product, with Way In also released for iPhone and iPad.

Koinophobia Labs systems koinophobialabs.com

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

EDUCATION**Earlham College**

May 2024

B.A. in Global Management

Track: Social Entrepreneurship

Minors: Political Science, Leadership, Philosophy

RESEARCH & PUBLICATION**“How does socioeconomic status affect the trajectory and livelihood of a low-economic child?”****Blake Taylor**

Earlham College · May 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