

Lindsay A. Vora

Technical & Design Program Manager

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SUMMARY

Multidisciplinary Technical & Design Program Manager with 20 years of experience leading complex technical programs and operations across AI, voice and audio, data, and product development. Built and scaled teams, operational systems, QA and evaluation programs, technical tooling, large-scale data collection and production workflows, and global vendor operations supporting products at Meta, Google, and Uber. Experienced in taking programs from early strategy and technical requirements through execution, launch, and scale, with deep expertise in Voice AI, training data and HITL, quality assurance, and cross-functional product development. Voice AI product experience includes Apple Siri, Google Assistant and Gemini, Meta AI and Assistant voices, and voice products for Microsoft, Amazon, and other consumer and enterprise products.

EXPERIENCE

Uber

Sunnyvale, California • 2026–Present

Staff Technical Program Manager - GenAI

- Led custom Voice AI data programs end to end for high-profile clients, translating customer SOWs into technical requirements, collection strategies, vendor management, HITL workflows, quality thresholds, and delivery
- Served as the Uber AI Solutions audio and voice SME, influencing product strategy and roadmap while partnering with Product, Engineering, Data Science, and customer teams to define technical requirements, develop tooling, and solve complex collection workflows
- Established audio quality profiles, technical standards, and evaluation frameworks to standardize high-quality voice and audio data collection for ongoing model development
- Developed and validated DSP and ML-based evaluation tools with Engineering to automate audio quality checks and build scalable QA into the collection pipeline
- Leveraged AI tools including Claude, Gemini, and Lovable to build custom applications that filled internal tooling gaps and automated complex, multi-step Program Management workflows
- Developed schemas, metadata, and labeling architectures with Data Science for off-the-shelf and real-world call center voice datasets used for model training and licensing
- Partnered with Data Analytics to build reusable data workflows and real-time monitoring for voice data collection, quality, and delivery health
- Drove cross-functional initiatives with Supply and Fulfillment to operationalize multiple supply classes and sourcing models for data collection, annotation, and HITL workflows
- Managed and onboarded global vendors, establishing technical standards, training, and quality expectations for high-quality data collection
- Partnered with Sales and Transcription to scope customer requests and define quality requirements; standardized voice and audio collection rate cards across supply classes to reduce turnaround time and improve customer experience
- Created scalable documentation, templates, playbooks, and customer-facing materials while mentoring cross-functional teams on audio technical requirements and best practices

Google DeepMind (Contractor via Blink)

Remote • 2025–2026

Technical Program Manager, Studio Operations

- Established evaluation frameworks, quality benchmarks, and rating methodologies to measure Gemini voice model performance and guide improvements in expressivity, pacing, conversational speech, and overall audio quality
- Optimized AI voice and audio data collection pipelines supporting Gemini integration across YouTube Labs, Google Home, and Google AI Studio, managing global vendor operations and delivery
- Used Gemini to design and develop custom voice data collection scripts for agent interactions, emotion aware dialogs, and other conversational experiences, translating research and model requirements into production-ready collection materials

Google DeepMind - continued

- Evaluated global vendors through pilot data collections, assessing data quality, technical capabilities, operational readiness, and adherence to collection requirements to inform vendor selection and scaling decisions
- Managed global vendor operations while defining technical requirements, quality standards, and workflows for scalable audio data collection
- Drove end-to-end planning, execution, and reporting for AI voice and audio data programs

Meta

Menlo Park, California • 2016–2025

Senior Staff Design Program Manager & Technical Producer, Creative Audio

Nov 2021 – July 2025

- Served as Voice AI SME, providing strategic guidance across voice model development, design reviews, UX integration, dataset planning, evaluation, and scalable QA pipelines; recruited and mentored key Voice Design Lead and Conversation Designer roles to support next-generation AI voice products
- Co-founded and scaled Creative Audio's technical prototyping function from 3 to 10+ contributors, managing \$1.5M+ annual OpEx and driving R&D, tooling, prototypes, and technical pipelines across AI, Voice, Music, Wearables, AR/VR/MR, and mobile products
 - Managed execution across technical audio tools and systems including Unity ProtoKit, custom SoundBoard tooling, FMOD/Horizon Runtime development, VR Shell sound design implementation, and Wearables multimodal AI
- Founded and scaled Meta's first specialized Audio QA team from 0 to 6+ analysts within one year, supporting 50+ shipped experiences across Voice, GenAI, AR/VR/MR, Wearables, and mobile products while managing \$2M+ annual OpEx and global vendor partnerships
 - Established quality criteria and evaluation strategies across UX sound design, haptics, accessibility, audio policy, and on-device interoperability; integrated testing early in product roadmaps and led regression and launch readiness for AI, Wearables, Horizon OS, Horizon Worlds, and multimodal experiences
 - Conducted in-depth evaluations of core UX, audio, and haptics systems to identify design inconsistencies and inform product and leadership decisions
- Built and scaled an org-wide portfolio management system - intake, prioritization, capacity planning, and reporting - to 95% adoption across 100+ users, improving planning and execution across a large multidisciplinary organization
- Led the vision, development, UAT, launch, and ongoing evolution of a custom capacity management platform; translated user needs into feature requirements and engineering priorities to improve resource planning and reporting
- Developed live dashboards using SQL, Tableau, and internal tools to provide leadership with real-time program insights and enable faster, data-driven decisions
- Designed unified OKR and task-tracking systems and maintained centralized knowledge and documentation frameworks to reduce operational overhead, improve onboarding, and strengthen cross-functional alignment
- Led cross-functional design operations for Wearables AI Core UX and haptics, aligning Design, Engineering, and Product teams on first-party earcon and haptics systems while coordinating multiple concurrent features through launch
- Led operational strategy and mentorship for 7+ Design Program Managers, establishing shared practices, career development, standardized execution, and a dedicated Creative Audio DPM hiring pipeline in partnership with Recruiting
- Founded Women & Diverse Genders in Audio and additional community and recognition programs focused on representation, visibility, mentorship, engagement, and retention across technical and creative disciplines
- Contributed to cross-org Contingent Workforce Management strategy, supporting equitable and compliant workforce planning and resource practices

Voice AI Lead, Staff Sound Designer

Aug 2018 – Nov 2021

- Built and led cross-functional teams spanning Production, QA, Engineering, and Sound Design to deliver reliable Voice AI systems, managing multiyear roadmaps from dataset development through model QA, launch readiness, and deployment
- Partnered with AI Research, Speech AI, and Engineering to architect scalable voice model infrastructure; co-designed a proprietary content management system supporting data ingestion, training, and deployment of 20+ voices in 8+ languages across Quest, Portal, Wearables, and mobile products
- Designed branded Assistant voice personas for multimodal products in partnership with Product Design, Conversation Design, and UXR

Meta - continued

- Hired Meta's first Conversation Designer and established the TTS linguist function, defining foundational roles and workflows that scaled into dedicated voice design disciplines
- Defined voice quality standards across human and automated QA; partnered with Engineering to develop model evaluation tooling that reduced regression risk and improved dataset and production quality
- Partnered with audio hardware and software teams to optimize voice experiences across devices, including custom DSP tuning paths, audio routing, and evaluation of prototype audio components
- Co-developed proprietary audio DSP and graph editor software with Audio Engineering and Speech AI, improving authoring workflows and voice output quality across hardware and software products
- Managed multimillion-dollar production operations, global vendor relationships, internal recording infrastructure, and large-scale high-fidelity datasets supporting voice model training
- Led flagship voice feature launches, regression testing, and cross-discipline execution while delivering regular leadership updates on program status, technical risks, dependencies, and launch readiness

Senior Sound Designer

Jan 2016 – Aug 2018

- Established 2nd/3rd-order ambisonics workflows and spatial audio best practices for early 360 and immersive experiences; contributed sound design, editing, and final mix for Lost 360, Emmy Award-winning Henry 360, Dear Angelica 360, and Facebook Innovation 360 Tour
- Led technical sound design and implementation for UX interaction sounds across Facebook and Messenger mobile products
- Developed a Quickbase data asset management system to organize and scale access to thousands of custom audio assets for the Facebook Music Initiative, improving asset ingestion and tracking
- Reduced engineering overhead by enabling non-technical sound designers to implement code changes independently; trained the team on lightweight Mercurial workflows to streamline product implementation
- Served as DRI for prototype hardware allocation across Sound Design and QA Engineering, partnering with Technical Program Managers to coordinate device development timelines, secure cross-team resources, and resolve blockers
- Delivered audio post-production for marketing and internal content, including sound design, music supervision, and mixing
- Founded and led the Sound Design Intern Program in partnership with Facebook University Recruiting, establishing performance frameworks, mentorship pathways, and onboarding processes to develop emerging AR/VR/MR design talent
- Managed Sound Design Intern contributions to the Emmy Award-winning Wolves in the Walls cinematic VR experience

Google (Vendor via Dreamtek)

Mountain View, California • 2015–2016

Sound Engineer & Studio Manager

- Managed end-to-end studio operations for large-scale voice data collection, coordinating recording schedules and execution across voice talent, linguists, creative leads, talent agencies, and product managers
- Oversaw global vendor deliveries for customer support voice applications, enforcing rigorous quality standards and ensuring timely integration
- Designed and implemented scalable audio production workflows to support complex, long-term recording programs, ensuring consistency, reusability, and alignment with evolving model requirements
- Engineered and directed voice data collection sessions with professional voice talent, providing in-session performance direction and technical oversight to ensure recordings met creative, linguistic, and audio quality requirements
- Introduced process optimizations across editorial and post-production pipelines, significantly improving throughput and reducing delivery timelines

Nuance Communications

Sunnyvale, California • 2013–2014

Senior Audio Designer - Advanced Speech Design and Development

- Managed voice production timelines and i18n budgets for Apple Siri data collection across North America, Europe, and Asia, ensuring on-time delivery through effective cross-regional collaboration with engineering, linguistics, and product teams

Nuance Communications - continued

- Onboarded, trained, and led global vendors and contractors to drive consistent execution and uphold rigorous data quality standards for large-scale voice data deployments
- Standardized and optimized IVR voice data workflows to increase scalability and throughput, supporting high-impact mobile and enterprise voice applications
- Co-developed a custom data asset management tool in partnership with engineering
- Engineered and directed TTS and voice recording sessions for enterprise and customer projects, directing professional voice talent and providing real-time technical guidance to ensure consistent performances and high-quality audio aligned with customer requirements

WaveGroup Sound

Fremont, California • 2006–2013

Senior Project Manager and Sound Engineer

- Managed a specialized voice design production team delivering high-quality IVR and TTS voice data for major clients including Apple and Microsoft, building repeatable collection and QA workflows that held quality steady across long-running programs
- Designed and implemented scalable asset management and editing pipelines to support efficient production and iteration of 14+ localized Siri voices
- Led large-scale TTS and IVR recording projects, including voice casting and data management, serving as the primary project lead and technical liaison for long-term client engagements and new business initiatives
- Recorded and implemented custom voice prompts for Jawbone Era and Jambox hardware devices; evaluated on-device sound design and haptics quality to support design reviews
- Co-developed backend voice architecture for voice user interfaces on JigCat mobile apps
- Produced and engineered music content for AAA titles such as Rock Band and Guitar Hero, providing creative direction alongside technical production

EDUCATION

Ex'pression College for Digital Arts

Emeryville, CA • 2006

Bachelor of Applied Science in Sound Arts

Program Director's Award; Mentor in the Peer Mentor Program

TOOLS & TECHNOLOGIES

PROGRAM MANAGEMENT	Jira, Confluence, proprietary task management systems, Asana, Airtable, Trello, proprietary DAM/CMS platforms, Apps Script, Quickbase, Linear, Tableau, SQL
DEVELOPMENT	Figma, ADB, CLI, GitHub, Git, Mercurial, Unity, Unreal, FMOD, Wwise, VS Code, Python
AI	Gemini, Claude, Claude Code, ChatGPT, Lovable, Codex, Figma Make, Cursor
AUDIO	Pro Tools, iZotope RX, Adobe Audition, proprietary DSP tools, Audacity, Reaper, SoX, FFmpeg, Logic Pro, WaveSurfer, MATLAB
COLLABORATION	Google Workspace, Slack, Zoom, Microsoft 365, FigJam, Mural

CERTIFICATIONS

Google Cloud Generative AI Leader - Coursera	Google Cloud • Sep 2026
Google AI Professional Certificate	Google • Sep 2026
Google AI Essentials	Google • Sep 2026