Nicholas Stevens

Vice President of Product, Artificial Intelligence at Zillow

Nicholas Stevens is a Vice President of Product focused on Artificial Intelligence at Zillow. As part of his role, Nicholas leads Zillow's strategy to incorporate cutting-edge AI into its product suite, including in customer service, improved search, media, and loan officer efficiency applications. Prior to joining Zillow in 2016, Nicholas was a Product Manager at Prismatic and Twitter and began his career in corporate strategy at Juniper Networks. He holds a Bachelor's from Wharton, Bachelor's in Systems Engineering from Penn, and a Master's in Computer Science from Stanford.

Experience

Zillow — Vice President, Product, Artificial Intelligence & Zillow Home Loans. May 2024 – Present
Vice President, Product, Artificial Intelligence. Aug 2023 – May 2024
Senior Director, Product Management, Shopping. Feb 2021 – Sep 2023

- Lead AI and Zillow Home Loans product organization; accountable for vision, roadmap, growth, and customer experience outcomes.
- Manage a 50+ PM org with three senior leaders; collaborate closely with Engineering/ML, Design, Operations, and Legal/Compliance.
- Implemented Generative AI in CRM workflows, including conversation intelligence, lead triage, routing, and follow-up automation.
- Shipped next-generation vision and rich-media experiences (Skytour, Showcase) to increase consumer confidence and conversion.
- Advanced Conversational AI across customer and partner ecosystems, improving automated-to-human handoffs.
- Scaled User Understanding and personalization models that power home discovery, merchandising, and experimentation velocity.

Senior Director, Product Management, Artificial Intelligence. Feb 2021 – Feb 2021
Director, Product Management, Artificial Intelligence. Feb 2019 – Feb 2021
Senior Manager / Principal Product Manager, Artificial Intelligence. Sep 2017 – Feb 2019
Senior Product Manager, Artificial Intelligence. May 2016 – Sep 2017

- Led 10+ PMs and two PM Managers across Personalization, Search, Conversational AI, Home Valuation, AI Platform, and Data Engineering.
- Personalization & Search became the **largest source of traffic** to Zillow brands.
- Delivered the **largest Zestimate accuracy improvements** in company history, following the $1M Zillow Prize work.
- AI Platform enabled 200+ ML practitioners to productionize models without dedicated custom pipelines.
  Modernized Data Engineering pipelines, improving data discovery, monitoring, and reliability.

Prismatic — Product Manager May 2013 – Mar 2015

First PM; scaled team from 7 to 20+. Shipped iOS, Android, and Web apps (4.7+ ratings). Led major machine-learning and infrastructure improvements. Contributed to a $15M Series A led by Accel and Yuri Milner.

Twitter — Mobile Product Manager. Jun 2012 – Sep 2012

Worked on Connect tab and in-Tweet media experiences.

Earlier Roles

- Corporate Strategy, Juniper Networks
- Consultant, Wokai
  Business Analyst, Guidant Financial Group
- Software Engineer, Kinetic Books

Education

Stanford University — Master of Science, Computer Science
 Dual depth: Mobile & Internet Computing; Artificial Intelligence.
 Research in Natural Language Processing and Human–Computer Interaction.

The Wharton School — Bachelor of Science, Economics (Honors)
 Management; Entrepreneurship & Innovation.
 Dean's List; Wharton Research Scholar; Certificate in Mandarin.

University of Pennsylvania — Bachelor of Science in Engineering, Systems Engineering (Honors)
 Dean's List; Tau Beta Pi; Eta Kappa Nu; Senior Design First Prize; Norman Gross Award.

Lakeside School — High School Diploma

Leadership & Community

Member, Board of Trustees — Lakeside School (2025–Present)
 Founded and lead the Board's AI Task Force: AI strategy, risk and governance, teaching and learning frameworks, and community engagement.

Alumni Board President / Ex-Officio Board Member — Lakeside School (2021–2023)

Auxiliary Board Member — Seattle Aquarium (2016–2022)

Skills

Product Strategy • Applied Machine Learning • Generative AI • Search & Recommendations • Valuation Systems • Personalization • Conversational AI • Consumer Experience Design • Experimentation • AI Governance • Cross-Functional Leadership • Organizational Design