

Xin (Eagle) Tong

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Summary: Project lead with 5+ years of experience in software engineering and project management. Successfully launched AI products at AWS, driving large-scale projects with cross-functional teams. Strong entrepreneurial mindset with proven records of leading innovation and building products. Passionate about AI and education, with experience mentoring college and high school students.

Experiences

Amazon

Software Engineer II (Project Lead), AWS AI & Data

2019.08 - Present

- High-accuracy Retriever for Gen AI Application

- Designed and implemented **retrieval API** to support customers build applications using **retrieval augment generation(RAG)** with LLMs.
- Developed a solution that integrates **keyword and vector search** with semantic reranking to deliver highly accurate retrieval for various use cases.

- Incremental Learning Workflow

- Developed incremental learning workflow with **ML models** to continuously optimize search results based on user search pattern and feedback.
- Implemented a feedback submission API allowing users to provide clickthrough feedback on query results.

- Platform Data Resources Deletion System

- Defined technical requirements and goals, developed project plan with milestones, created and scoped tasks to guide execution.
- Designed data deletion architecture and public APIs, leading a team of 5 engineers to implement the solution.
- Managed project using **Agile methodologies**, monitored key metrics and collaborated with QA team to develop comprehensive test cases.

- New Product Region Expansion

- Conducted in-depth analysis of **14** services to identify critical dependencies, collaborating across 6 teams to assess changes and efforts.
- Created an actionable roadmap to parallelize tasks and allocate resources, reducing delivery time from 7 months to 4 months.

- Self-service Solution

- Led a team of UX designers and engineers to design and build a customer self-service solution on AWS Console.
- Drove cross-functional collaborations with **5 teams**, assessed priorities, mitigated launch risks and support go-to-market team on product launch.

- Metrics Publishing Data Pipeline

- Designed and implemented **data pipelines** that automatically query data from **RDS**, generate custom metrics, and publish to monitor service.
- Gathered requirements from different engineering teams, published **200+ custom metrics** to help the team proactively identify system issues.

BeaconAI

Product Manager

2024.07 - Present

- Building an AI-based work simulation creator for students. Conducted interviews with 50 college and high school students to validate the problem.
- Defined the product requirements and developed the user journey. Collaborated with UX designer to create a prototype and tested with students.

OneRise

Project Manager

2022.02 - Present

- Design and manage an incubator program for underrepresented founders, supporting **29 startups** with mentorship, training and connections.
- Grew a founder community to **1000** in 6 months, organizing tech events, establishing **strategic partnerships** with VC firms and industry leaders.

ColorEat

Founder

2018.06 - 2019.05

- Designed and built the initial MVP for a nutrition management application to help young professionals build healthy diet habits, actively engaging with users to test core assumptions and refine product features.
- Conducted comprehensive market research and over 60 customer interviews to understand customer pain-points and define customer requirements.

Tencent THINC Fellowship

Program Manager

2021.04 - 2022.05

- Led a 6-member team to design a fellowship program around leveraging technology for social impact, influencing young leaders from 30 countries.
- Defined program's **roadmap and timelines**, and co-organized 12 webinars around Tech x Education and Tech x Healthcare topics.

PricewaterhouseCoopers (PwC) Management Consulting

IT Consultant

2016.09 - 2017.04

- Worked with engineer team on bank pricing system solutions, understanding and translating clients' business needs to technical requirements.
- Researched and analyzed big data applications in the financial market to support business decisions.

Skills

Technical Skills: AWS, Scrum/Agile, SQL, Docker, CI/CD, Figma, PyTorch, React, Java, Python, Typescript, Asana

Business Skills: Customer Empathy, Strategic Planning, Program Management, Strong Written and Verbal Communication

Education

New York University

M.S. in Computing, Entrepreneurship, and Innovation

2018.05 - 2019.05

- Relevant Courses:** Artificial Intelligence, Natural Language Processing, Strategy, Leadership in Organization, DevOps and Agile Methodologies

Jilin University

B.S. in Computer Science

2013.09 - 2017.07