

SERENE CHAN

+852 51106233

hello@getgradegenie.com

Hong Kong

experience

Head of Product Sensay

August 2024 - Present

- Spearhead product function with 30 experts, responsibilities include process and product revamp.

Head of Product Natter AI

October 2023 - July 2024

- Created and implemented end-to-end processes for a product and engineering org of 25.
- Launched cornerstone features that expanded sales pipeline by \$5M, clients include PwC & Miro.
- Worked cross-functionally to define product strategy & requirements, set priority, & track progress.

Product Management Lecturer UCL

March 2022 - May 2024

- Partnered with Intel, IBM, Google & more to guide 150+ projects, delivering Master's lectures on Product & People Management, Emerging Technologies, Business Research, Analytics & Strategy.

Product Management Lead Builder AI

December 2022 - May 2024

- Led cross-functional teams of 70+ to deliver complex technical projects on time & within budget, utilizing Jira and Notion to manage roadmaps, PRDs, tickets, & track progress effectively.
- Delivered products from ideation to launch in 33% less time, leading to \$3M increase in MRR.

Product Director Wing AI

October 2021 - December 2022

- Led a team of 30 to scale products and partnerships, contributing to a 150% increase in valuation.
- Scoped product requirements and delivered key AI features that boosted demo requests by 25%.

Product Lead PwC

August 2021 - October 2021

- Managed cross-functional coordination and delivery for a HK\$5B Government FinTech initiative.
- Worked with Fortune 500 executives to deliver time-saving & cost-cutting processes & programs.

education

University College London (UCL)

B.A.Sc. in Management & Computer Science, First Class Honors

Recipient of Startup Awards from Credit Suisse, Goldman Sachs, Twilio, GoSkills, Kano, Luno

skills

Research: UserTesting, Qualtrics, SurveyMonkey, MixPanel, SQL, Tableau, PowerBI, Pendo, Segment, Looker
Development: HTML, CSS, JavaScript, PHP, Python, Java, GitHub, VS Code, XCode, BrowserStack
Tools: Jira, Linear, Asana, Trello, Figma, InVision, Webflow, Bubble, Softr, Notion, ClickUp, Zapier, Airtable, Make
Languages: English, Mandarin Chinese, Cantonese