

Ethan Miao

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EDUCATION

MS, **Technology Management** *University of California, Santa Barbara* Sep 2024 - Jun 2025
BS, **Electronic Information Engineering** *South China Normal University* Sep 2020 - Jun 2024

WORK EXPERIENCE

Operation Manager Aug 2025 - Present
Cainiao Network (Alibaba Group) – Americas Division Los Angeles, CA

- Optimized warehouse and last-mile resource allocation by planning staffing and dispatch across multiple zones; improved on-time outbound processing by 20% while reducing idle labor hours by 15%.
- Launched an inventory accuracy dashboard integrating exception verification and quality checks; raised stock accuracy to 98%, cut defect rates by 30%, and provided leadership with real-time visibility into operations.
- Defined KPIs and led cross-functional rollout of a partner performance tracking system for delivery service providers (DSPs); improved on-time delivery rate to 95%+ and reduced customer complaint rate by 10%

Product Manager Intern Apr 2025 - Jun 2025
Eth Tech Los Angeles, CA

- Drove automation initiative for loan eligibility workflows, defining product requirements with engineering teams; delivered segmentation features that reduced manual review time by 35% and enabled personalized outreach to 10K+ applicants monthly
- Owned end-to-end analytics and reporting pipeline, from framing problem statements to designing dashboards; insights guided product and risk leaders in tailoring offerings, contributing to a 12% lift in loan approval rate for high-potential customers
- Built a centralized knowledge hub integrating model assumptions, product requirements, and workflow templates; enabled cross-team alignment, reduced duplication of effort, and accelerated feature delivery cycles

Program Manager Intern Jan 2025 - Jun 2025
Deckers Outdoor Corporation Goleta, CA

- Drove a cross-functional market analysis program, leading surveys, competitor benchmarking, and customer segmentation; insights informed pricing and campaign strategy, improving conversion by 15%
- Automated data pipelines by scraping and cleaning 10K+ SKUs, and built Tableau dashboards to track pricing trends, discount strategies, and ROI, cutting manual reporting time by 50% and driving a ~20% increase in promotional ROI

Data Analyst Intern Jan 2024 – May 2024
LG Display Co., Ltd Guangzhou, China

- Streamlined sales and marketing reporting by cleaning and structuring data across 20+ product attributes, ensuring accurate insights for cross-functional teams during new display launches
- Analyzed and visualized regional market trends using Excel and Tableau, uncovering a 15% surge in OLED demand, and delivered weekly insights on customer behavior and sales performance that drove a 12% lift in targeted campaign effectiveness

ENTREPRENEURSHIP PROJECTS

Product Launch & Software Development Sep 2024 - Feb 2025
Cherry Studio Los Angeles, CA

- Defined product requirements, user scenarios, and technical specifications for the AI Agent, collaborating closely with engineers to ensure smooth integration with multiple LLM providers (ChatGPT, Gemini, DeepSeek)
- Coordinated testing and feedback cycles to refine features, aligning development milestones with the product roadmap and launch strategy; originated as an open-source project (34K stars, 200+ contributors) and evolved into a public-beta enterprise version

Product Design & Customer Success May 2024 – Aug 2024
International Education Platform Guangzhou, China

- Led product design and requirements discovery for Guangzhou Capstone Education, aligning client needs, teaching workflows, and technical feasibility; reduced manual work by 50% and helped over 80% of 100+ users achieve target scores
- Defined key platform functionalities—including mock exams, vocabulary practice, automated question updates, and data analytics—and translated them into actionable product specs for the engineering team

Product Marketing & Software Development
Intelligent Fitness Program

Feb 2022 – Jun 2023
Guangzhou, China

- Oversaw the full product lifecycle of a WeChat program, from user needs assessment and feature definition to development and user onboarding. Achieved 200 early users with 90% weekly retention
- Designed the project roadmap to support the launch of an on-campus gym, aligning resource allocation, marketing strategy, and technical development under tight constraints

PROFESSIONAL SKILLS

- **Project & Program Management:** Jira, Asana, Trello (Agile sprint planning, backlog grooming, task tracking)
- **Product Design & Research:** Figma, Miro, FigJam, Wireframes, Usability Testing, Customer Interviews
- **Data Analytics:** Tableau, Power BI, Excel, Data Pipeline, ETL, SQL (Snowflake, MySQL), Python (pandas, NumPy, Matplotlib), Hadoop, Spark
- **Programming:** C, C++, C#, Java, HTML, CSS, JavaScript, Swift, Xcode, Unity, Visual Studio, Eclipse, LLM
- **Language:** English, Mandarin, Cantonese