RYAN HUANG

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EDUCATION

UCLA ANDERSON SCHOOL OF MANAGEMENT   Los Angeles, CA
M.B.A., Full-Time Program, Technology Management   Jul 2027
- *Membership:* Tech Business Association at Anderson (AnderTech); Entrepreneur Association
- *Honors:* Technology Immersion (passed)

NATIONAL CHIAO TUNG UNIVERSITY   Hsinchu, Taiwan
M.S., Civil Engineering, Structural Technology   Jan 2020
- *Research:* Developed predictive structural health monitoring methods via numerical modeling and machine learning

NATIONAL CENTRAL UNIVERSITY   Taoyuan, Taiwan
B.S., Civil Engineering   Jul 2017
- *Leadership:* Led NCU basketball team to semifinal in Taiwan's NCAA-equivalent collegiate tournament

EXPERIENCE

JAMES TECH CONSULTING GROUP | *Zendesk's official partner in Taiwan*   Taipei, Taiwan
Product Manager   Mar 2025 – Jul 2025
- Directed full product lifecycle development of AI chatbot (roadmap, specs, API integration) to capture rising demand, driving 100% YoY revenue growth
- Collaborated with engineers, marketing, and sales to align chatbot priorities through Agile sprints, driving faster delivery cycles and securing a crypto client's contract renewal six months early
- Redesigned/Engineered BenQ's customer service via CRM and AI knowledge base integration, reducing manual workload by 70% and saving $200K/month
- Led user research and competitive analysis to expand AI chatbot to a new e-commerce platform, boosting user acquisition 50% with 70% conversion rate

CHINA ENGINEERING CONSULTANTS, INC | *Leading engineering consultant in Taiwan*   Taipei, Taiwan
Lead Project Engineer   Jun 2024 – Feb 2025
- Facilitated cross-functional collaboration with 5+ engineering teams, vendors, and regulatory agencies on a $3.3B underground railway project, achieving 100% on-time delivery across all key milestones
- Identified and mitigated risks and enforced QA protocols to prevent safety lapses, eliminating major defects and ensuring 100% compliance while adhering to critical project timelines
- Conducted data analysis to resolve a critical tunnel structural issue, saving $1.5M and accelerating delivery by 12 months

TAIWAN GOVERNMENT | *Department of infrastructure*   Taipei, Taiwan
Senior Project Engineer   Aug 2020 – May 2024
- Delivered 3+ infrastructure projects under scope creep by implementing data-driven approvals and stakeholder alignment, cutting costs by 15% while meeting timelines
- Managed a $63M portfolio during pandemic supply chain disruptions, established real-time tracking dashboards and agile resource reallocation, maintaining financial stability and cutting costs by 10%
- Streamlined collaboration with Japanese architects, optimizing international communication to accelerate decisions and deliver an art museum projected to generate $3.3M annually and attract 250K over visitors each year

ADDITIONAL

- *Skills:* Generative AI (OpenAI API, Claude MCP), Workflow Automation (n8n, Dify), V0, Python, SQL, Looker Studio, Agile (Scrum), Jira, CRM(Zendesk), Rhino, Revit, AutoCAD, BIM, Google Project Management
- *Publication:*"Output-Only Modal Identifications Based on Wavelet-Based Temporal Predictability" Proceedings of *the 17th World Conference on Earthquake Engineering(17WCEE)*
- *Interests:* Enjoy playing/watching Basketball, Japanese animation, Golf, Travel (Japan), community beach cleanups