Sandy Lin

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SUMMARY

My past experience focuses on product management and order management, and it equips me with hands-on experience coordinating with cross-functional teams to facilitate successful product launches and provide clients' superior service.

PROFESSIONAL EXPERIENCE

Acer Inc | Business Management Specialist   New Taipei, Taiwan | March 2022 - Now

Key Responsibilities

- Develop, manage and execute the go-to-market launch plan for new products, to ensure internal alignment and readiness.
- Engage in new product Introduction (NPI) and EOL to proactively send demand signals to supply planning.
- Co-work with PM, design team, marketing team and other internal teams to facilitate product launches
- Review regional forecast (Pan America) to ensure new orders are placed, urgent orders can be fulfilled first
- Coordinate with cross regional teams to allocate materials, and set up BOMs
- Understand marketing and sales activities, and send early notice for supply chain to prepare materials or minimize excess inventory
- Review product specification sheets and product specifications on Acer, Walmart, BestBuy, Cosco websites
- Resolve issues concerning product development between HQ and overseas regional office

Underwriters Laboratories Taiwan Co., Ltd.| Client Service Specialist   Taipei, Taiwan | September 2015 - May 2021

Key Responsibilities

- Handled key accounts in wire and cable industry, including I-SHENG, Wonderful Hi-Tech, Linetek,Walsin Lihwa, PEWC.
- Managed 53 product categories in domestic wire and cable industry.
- Assisted customers with project management and assisted local collection team to ensure accuracy of invoices to meet cash flow targets
- Built up new service knowledge to align with division business strategies
- Participated in trade shows and technical conferences, presented obtained knowledge and information to team or coworkers after the event
- Determined customer needs and guided them to make decisions about product certification (Based on knowledge of UL standard: UL 758, UL444, UL62, UL13, UL498, UL 444, subject 764)
- Provided training to colleagues on programs and processes, technical support to in house employees
- Collaborated and coordinated with Operations, Support Services, Quality Assurance, Sales, Business Development and other affiliated stakeholders to ensure that clients experience superior service.
- Supported global team to implement system successfully
- Classified customers, updated and maintained customer database (Internal oracle database, MyUL Product IQ, My UL Portal)
- Provided quotes, organized and processed samples for assigned client accounts

Key Achievement

- Achieved referral business opportunity target $15K across division
- Met 90% of assigned myUL email campaign customer registered
- Encouraged 150+ clients to register for new platform, MyUL Portal in 2019

- Met internal KPI target (92% of Engineer Support team e-Mail responses within 24hrs & 94% of personal e-Mail responses within 24hrs in 2015~2021)
- Supported Sales to help key account customers register MyUL successfully (100%)
- Supported global team to implement system successfully, MyUL Portal, Product iQ, ECM

Ezfly International Travel Agent Co Ltd | Wholesaler   Taipei, Taiwan | March 2015 - September 2015
- Provided quote for group tours and tour packages
- Sold group tours and tour packages to retail travel agents
- Planned the custom group tour package based on client needs
- Participated in travel exhibitions and sold tours to customers
- Reached highest monthly sales revenue record: NT$ 1 million

EDUCATION

Bachelor of Business Administration (Major in International Business)   Yuan Ze university | September 2010 – June 2014
Exchange Student Program   City University of Hong Kong | August 2013 – December 2013

LANGUAGE

Chinese: Native
English: Fluent
German: Basic

SKILLS

Product Management, Product Life cycle, Teamwork, Communication,
Oracle, MS Office, Customer Satisfaction, Python, SQL

INTERESTS

Build websites (https://sandylin520.github.io/RS/), and research Python used in business processes

CERTIFICATION

TOEIC 875, IELTS 6.5(2021/1/23)