

Shaun Zhang

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Professional Summary

Dynamic and results-driven professional with extensive experience in AI product development, workflow automation, and program management. Proven expertise in developing AI-powered solutions, no-code automation systems, and CRM integrations to optimize business operations. Adept at leading cross-functional teams, driving strategic initiatives, and delivering measurable outcomes. Passionate about leveraging technical proficiency and strategic insights to support innovative AI product teams.

Core Competencies

- **AI & Automation:** AI Agent Development, Large Language Models (LLMs), Prompt Engineering
- **No-Code Platforms:** Make.com (Certified - All Badges), Voiceflow, Vapi
- **Technical Integration:** API Integration, Webhooks Management, Basic Python Scripting
- **CRM & Business Tools:** Salesforce, HubSpot, Notion, Airtable, Slack
- **Project Management:** PMP Certified, Agile Methodologies, Cross-functional Leadership

AI Projects & Achievements

- **AI Voice Agent:** Developed conversational AI agents utilizing ElevenLabs technology and LLM integrations.
- **Interactive AI Storytelling Platform:** Built an immersive storytelling game for creators and gamers during ElevenLabs/A16z Hackathon.
- **CRM Workflow Automation:** Designed and implemented intelligent CRM automations to streamline customer engagement processes.
- **Educational Content Creator:** Produced YouTube tutorials highlighting AI agent creation and no-code automation strategies.
- **Make.com Expert Certification:** Successfully completed all certification badges demonstrating advanced automation expertise.

Professional Experience

Business Partner | BOOTLOADER

October 2024 – Present

- Design custom AI-driven solutions and automated workflows to enhance operational efficiency for startups and SMEs.
- Provide strategic marketing services including ProductHunt launch strategies, SEO optimization, and social media marketing to accelerate client growth.

Organizer | D-NewTech

January 2025 – Present | Detroit, MI

- Lead community-building initiatives resulting in over 2,800 active members year-to-date with consistent attendance of 50+ participants per monthly event.
- Facilitate collaboration among startups and entrepreneurs to foster innovation and mutual growth.

Program Manager | Johnson Controls

July 2024 – Present | Denver, CO

- Oversee three national accounts generating \$50M annual revenue; ensure successful project execution and operational excellence.
- Lead cross-functional teams to deliver complex projects on schedule and within budget constraints.

Assistant Manager (South Asia Pacific) | Carrier

January 2020 – May 2023 | Singapore

- Directed a \$60M digital transformation initiative improving service contract offerings; accelerated launch timeline by two months through effective stakeholder management.
- Conducted comprehensive market analysis identifying over 200 entry opportunities in Vietnam and Thailand; enabled sales teams to generate \$5M recurring revenue.
- Managed a team of five in scaling Australia's customer base; acquired detailed data on over 1,600 previously unaccounted clients through structured surveys and interviews.

- Implemented strategic pricing adjustments by identifying overpriced components; reduced comprehensive contract pricing by 20%, reclaiming market leadership position.

Leadership Associate | Carrier

October 2018 – January 2020 | Singapore

- Performed independent market analysis for Cambodia's residential sector; proposed strategic partnerships projected to generate \$5M revenue within two years.
- Supervised a nine-member cross-functional team executing a \$300K+ 'Healthy Building' initiative involving UV light installations across 50+ air handling units.
- Collaborated with R&D, finance, sales, and operations teams to launch an indoor air quality assessment tool; developed GTM strategy converting over 25 leads into \$1.2M in sales.

MBA Consultant | Monitor Deloitte

August 2022 – December 2022 | Germany

- Developed actionable long-term strategies based on scenario analysis of the global trade landscape projected for 2035.
- Conducted expert interviews leveraging AI-enabled research tools; synthesized insights into strategic recommendations.
- Constructed robust scenario-based models; identified Suntory as a representative APAC business unit for strategic implementation.

Senior Specification Engineer | LCP Building Products Pte Ltd

October 2015 – October 2018 | Singapore

- Led development of proprietary structural decking design software valued at \$50K; streamlined workflows for a sales team of twelve members.
- Delivered over seventy technical presentations to major architectural firms resulting in a sales conversion rate exceeding peers by 20%.
- Organized educational sessions with Hong Kong University of Science & Technology (HKUST), attracting participation from over 100 students on passive building design principles.

- Authored five comprehensive product catalogs facilitating efficient product selection for clients.

Education

Yale School of Management

Master in Advanced Management (MAM)

July 2023 – May 2024

National University of Singapore

Master of Business Administration (MBA), Strategy & Organization

July 2021 – June 2024

National University of Singapore

Master's Degree in Civil Engineering

Certifications

- Project Management Professional (PMP)® Certification
- Make.com Certified Expert (All Badges)
- User Experience & Extended Reality Certification
- GPT Course Development Certification ("Learn How To Build Your Own GPT Course")
- The 360 Degree Organization Certification