

Chia-Chen (Abby) Chung

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EXPERIENCE

VideoLocalize Inc

May 2023 - Nov 2024

Product Manager

Toronto, Canada

- Provided first-line technical support for all products, achieving an 85% user retention rate and increased referrals through exceptional service to enterprise clients
- Translated customer feedback into actionable tasks for product development, ensuring a user-centric approach and alignment with business objectives
- Collaborated directly with the CEO to develop and refine the MVP ([VideoDub AI](#)), collecting key data to shape the go-to-market strategy
- Developed onboarding resources including video tutorials, documentation, and live product demos, tailored to customer needs to accelerate product adoption

Sep 2021 - May 2023

Project Manager

Toronto, Canada

- Supported B2B sales by providing technical insights to 10+ clients, achieving 50% + profit margins through accurate analysis and cost estimation
- Led cross-functional projects across multiple time zones, ensuring on-time, cost-effective delivery through clear communication and efficient resource allocation
- Analyzed customer needs and project requirements to develop tailored execution plans, securing additional projects post-pilot for 5+ clients.

Boffin Language Group Inc

Sep 2020 - Aug 2021

Bilingual Multimedia Localization Engineer

Toronto, Canada

- Optimized subtitling and dubbing workflows by utilizing automation tools, boosting efficiency by 25%
- Resolved multimedia localization issues, met requirements and deadlines, through extensive QA testing
- Delivered a [webinar](#) at an industry event, presenting localization topics to both specialized and general audiences

Unseen Film Studio

Jan 2018 - Aug 2019

Video Producer

Kaohsiung, Taiwan

- Executed all aspects of [video production](#)— from planning, filming to post-editing

EDUCATION

Centennial College

Toronto, Canada

2019 - 2020

Post Graduate Certificate in Advanced Film & Television Production

National ChengChi University

Taipei, Taiwan

2013 - 2017

B.A. in Radio & Television

CERTIFICATES & SKILLS

- [Google Analytics Certification](#)
- [Complete Web & Mobile Designer: UI/UX, Figma, HTML and CSS \(Udemy\)](#)
- **Professional:** Agile Methodologies, MySQL, Git, GitHub, Figma, Adobe Creative Cloud, Final Cut Pro, Microsoft 365, Google Workspace, Notion
- **Languages:** English, Mandarin
- **My Portfolio:** abby-chung.github.io/abbychung/