Chia-Chen (Abby) Chung

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EXPERIENCE

VideoLocalize Inc

May 2023 – Nov 2024   ***Product Manager***   *Toronto, Canada*

- Led product roadmap strategy by analyzing user pain points and prioritizing backlog tasks, accelerating feature launches while aligning with business goals
- Partnered with the CEO to refine the Minimum Viable Product (MVP), validating key hypotheses to position the [product](#) for market success
- Optimized [SSML integration](#) in Text-to-Speech tools, reducing processing time by 33% and increasing adoption rate among enterprise and internal users
- Leveraged expertise to expedite the launch of the [AI Voice QA service](#), creating new business opportunities and fostering continuous product improvement
- Provided comprehensive technical support to enterprise users, enhancing client satisfaction and achieving an 85% retention rate and increased referrals

Sep 2021 – May 2023   ***Project Manager***   *Toronto, Canada*

- Collaborated with sales to assess client needs, leading to a 50%+ profit margin per project via precise cost estimation and workflow optimization
- Led projects involving customers, vendors, and internal teams across multiple time zones, delivering projects on time and cost-effectively through consistent communication with stakeholders and efficient resource allocation

Boffin Language Group Inc

Sep 2020 – Aug 2021   ***Multimedia Localization Engineer (Bilingual)***   *Toronto, Canada*

- Resolved multimedia localization issues, met requirements and deadlines through extensive QA testing
- Optimized subtitling and dubbing workflows, boosting efficiency by 25%

Unseen Film Studio

Jan 2018 – Aug 2019   ***Video Producer & Editor***   *Kaohsiung, Taiwan*

- Executed all aspects of [video production](#)—pre-production planning to filming and post-production 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 (Course)](#)
- **Product Skills:** Agile, Sprint Planning, QA Testing
- **Technical Skills & Tools:** MySQL, Git, GitHub, Adobe Creative Cloud, Figma, Google Analytics, Notion
- **Languages:** English, Mandarin
- **Portfolio:** abby-chung.github.io/abbychung/