

Chia-Chen (Abby) Chung

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EXPERIENCE

VideoLocalize Inc

May 2023 - Nov 2024

Product Manager

Toronto, Canada

- Prioritized and translated user pain points into clear, actionable tasks for the development team, ensuring a user-centric approach that accelerated feature launches while maintaining alignment with business objectives
- Partnered with the CEO to design and refined the Minimum Viable Product (MVP), ensuring strategic alignment with business objectives and validating key hypotheses for optimal market positioning— [Videodub](#)
- Enhanced the integration of Speech Synthesis Markup Language (SSML) [features](#) into an existing Text-to-Speech tool, achieving a 33% increase in productivity
- Leveraged expertise to expedite the launch of the [AI Voice QA service](#), creating new business opportunities and fostering continuous product improvement
- Successfully delivered technical support to enterprise customers, reaching a 85% user retention rate and increased referrals

Sep 2021 - May 2023

Project Manager

Toronto, Canada

- Supported the sales process and provided technical insights to 10+ clients, achieving over a 50% profit margin per project through accurate work analysis and cost estimation
- 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

Bilingual Multimedia Localization Engineer

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

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 \(Udemy\)](#)
- **Professional:** Agile Methodologies, MySQL, Git, GitHub, Figma, Adobe Creative Cloud, Final Cut Pro, Microsoft 365, Google Workspace, Notion
- **Languages:** English, Mandarin
- **Website:** [abby-chung.github.io/abbychung/](#)