ANDREW LIN

Los Angeles, CA

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EXPERIENCE

Product Manager Jan 2022 - Present
KUBRA *Remote*

- Led the full product lifecycle for a cloud-native B2B2C SaaS platform, from concept through launch, serving 10M+ monthly users, slashing client onboarding time by 97.5% and reducing time to make a payment by 60%.
- Conducted extensive user research, design reviews, and data gathering for a new client-facing UI to manage payments, contributing to a $14M revenue pipeline.
- Enhanced cross-functional collaboration with Engineering, Marketing, Customer Success, and Design teams to align product goals and execute go-to-market strategies effectively.
- Identified the need for a single pane of glass for observability and spearheaded the adoption of Honeycomb.io, significantly cutting Mean Time To Resolve (MTTR) issues.

Technical Product Manager Mar 2020 - Dec 2021
LegalZoom *Remote*

- Spearheaded the overhaul of the storage system using a 3rd party cloud storage provider that achieved a 99% reduction in errors and a 90% decrease in wait time for ~25k monthly customers.
- Launched a legal agreement acceptance flow that attained an industry-high 90% acceptance rate.
- Identified the need for unified logins across LegalZoom products and led a team of globally distributed contractors to reduce the number of logins from 6 to 1.

Digital Product Manager Oct 2018 - Oct 2019
Bobit Business Media *Torrance, CA*

- Conceptualized and launched a new B2B magazine website with 1000+ monthly unique visitors with an average visit duration of 12 minutes, enabling advertisers to effectively target specific reader demographics.
- Migrated 19 B2B magazine websites into responsive layouts, achieving a 12% growth in monthly visitors.

iOS QA Engineer, Search Ads Jan 2016 – Nov 2016
Apple *Cupertino, CA*

- Successfully delivered Apple Search Ads with iOS 10 launch, used by 61% of the top grossing apps and generating $5B in annual advertising revenue.
- Coordinated with product, design, and dev teams to develop continuous integration tests in TeamCity, reducing manual testing by 27%.

SKILLS

Product Management	Agile Methodology, User Research, Feature Prioritization, Public Speaking, Data Analytics, Cost Estimation, Project Management
Tech	Cloud Infrastructure, Prompt Engineering, Event-Driven Architecture, SQL and No-SQL Databases, Microservices, APIs, Kubernetes, Auth0
Software & Coding	Jira, Confluence, Figma, Salesforce, AWS, Docker, Python, HTML/CSS, SQL, Google Analytics, Tableau, Google Workspace, Microsoft Office

EDUCATION

B.S. Electrical Engineering, *Cum Laude*, UCLA 2010 - 2014

CERTIFICATIONS AND AWARDS

AWS Certified Cloud Practitioner, BSA Eagle Scout