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PROFESSIONAL SUMMARY

Accomplished technology executive and patent author with 20+ years of SaaS B2B product design, strategy, and implementation experience. Proven track record in driving business growth, delivering exceptional customer experiences, and building high-performing teams. Director-level leader known for accountability, integrity, and creativity, with a patent for AI/ML related invention. Expertise in concept-to-launch execution and a deep industry understanding in Healthcare, Customer Relationship Management, and IT Management.

SKILLS & COMPETENCIES

Equipped with a powerful blend of product management expertise and technical leadership, possess a diverse skill set that encompasses growth-focused strategy, collaborative teamwork, data-driven decision-making, and emerging technology proficiency.

Product Management Competencies:

- Growth-focused product strategy and road mapping powered by innovations.
- Customer-centric approach for effective solutions with focus on customer value and experience.
- Strong collaboration and cross-functional teamwork to achieve goal alignment and win-win results.
- Data-driven decision-making and performance analysis for well-informed decisions.
- Agile development leadership and continuous improvement to achieve operations excellence.
- Strategic thinking, market analysis, and trend leverage for best product positioning.
- Effective communication, presentation, and negotiation
- Team management and leadership prowess

Technical Skills & Tools:

- DevOps, CI/CD implementation
- Cloud technologies and services proficiency
- Software Development Lifecycle (SDLC)
- Agile methodologies: Scrum, Kanban, SAFe
- Project and stakeholder management expertise
- Relationship management and people leadership
- Jira, ADO, Trello, Asana proficiency

Emerging Technologies:

- Artificial Intelligence (AI) and Machine Learning (ML)
- Salesforce and eCommerce expertise
- Content management and data analytics

WORK EXPERIENCE

Director, Product Management | Sep 2021 – June 2023

PricewaterhouseCoopers, Seattle, Washington

- Realizing the value of global digital transformation: Led the redesign of US-only consulting delivery platform into a globally deployed solution, revolutionizing the digital experience of client engagements in PwC's Consulting business across Europe, Asia Pacific, CEE, and the Americas.
- Developing features roadmap via cross-functional collaboration: Collaborated with global teams to shape the future platform, defining requirement backlogs, and addressing critical aspects such as global data governance, deployment architecture, customer support and operations, user access, digital asset sharing, and security requirements.
- Growing the platform business via successful platform adoption: Drove the adoption of the platform by business lines within the US firm. Managed comprehensive adoption activities, including pilot programs, user feedback, legal reviews, user training, and adoption reporting.
- Improving time-to-value via innovative feature incubation: Introduced a visionary approach to incubate new platform features through rapid iterations, leveraging Low Code technology to significantly reduce time-to-value and achieve cost savings.

Director of Technology and Solutions | Dec 2016 - Sep 2021

PwC Acceleration Center, Shanghai, China

Successful internal startup

- ◆ Identified product opportunities by understanding and analyzing the market needs and created solutions leveraging emerging technologies. Co-authored a patent for an AI/ML related invention.
- ◆ As founder and originator, conceptualized and launched multiple innovative digital products, emphasizing rapid idea generation, product positioning, prototyping, and alignment with firm investment trends.
- ◆ Continuously refined and adjusted product strategies based on user/business feedback and feature prioritization, ensuring ongoing relevance and market alignment.
- ◆ Secured internal stakeholder funding through effective business cases presentations, progress updates, metrics, and growth opportunities.
- ◆ Established and led a startup-style development team in a fast-paced environment, achieving rapid product launches and significant market adoption.
- ◆ Integrated products into PwC Consulting digital transformation portfolio, driving digital transformation and unlocking new revenue streams.

Product organization creation and development

- ◆ Pioneered the first product center at PwC, specializing in SaaS B2B product incubation and development for small and medium enterprises.
- ◆ Initialized and further refined the collaboration model in globally distributed operation model, defined the processes based on Agile to encourage innovations and ensure development efficiency and quality.
- ◆ Recruited ~150 talented product managers and engineers, cultivated the engineering culture for the organization.

- ◆ Launched eight B2B products with significant market adoption.

Salesforce Consulting Delivery Leadership

- ◆ Grew the Salesforce delivery team, developed team's competency to be proficient in Force.com and Sales Cloud, Service Cloud, Community, CPQ, and CG clouds etc.
- ◆ Led client deliveries of 40+ engagements in US and China/HK, won 8 Dreamforce Partner Awards together with US and HK partners.
- ◆ Optimized delivery Agile practices to achieve on time delivery with high quality, recognized for solution innovation and delivery excellence.

Product Line Director / Sr. Manager | July 2010 - Sep 2016

HP Software, Shanghai, China

- Maintained market leadership via strategic planning for competitive advantage: Developed strategies and business plans to win competition through critical thinking, user research, analysis of market segment, and customer feedback.
- Created differentiation with competitors through innovation: Introduced advanced capabilities and creative features that delivered an outstanding user experience, meeting user needs and surpassing market expectations.
- Operation excellence via streamlined development and cost reduction: Improved development efficiency and reduced costs through a cost-effective initiative through organizational change.
- Focused on values and experiences for customers: Fostered long-term relationships with major customers, validating investment directions, gaining clarity of customer needs, and leveraging customer success stories to replicate across the customer base.
- Collaborative cross-functional teamwork: Engaged in customer-facing activities, collaborating with cross-functional teams to define pricing strategy, nurture customer relationships, pursue new opportunities, negotiate trade-offs, drive continuous product improvement, and enhance customer confidence.

Development Manager / Development Lead | Oct 2001 - Jul 2010

Regence BlueCross BlueShield, Seattle, Washington

- Business value focused system ownership: Managed a dev team responsible for sales and underwriting systems. Proposed and executed a major system upgrade with a budget of \$2M. Presented ROI analysis to executive leadership to secure the funding, led development and release activities, and coordinated dependencies with cross-functional teams.
- Collaborative cross team coordination: Worked closely with executive sponsors, the project management office, and cross-functional teams to analyze business requirement, articulate business outcomes, align resources, coordinate dependencies, responsive to stakeholders' requirements, and ensure consistent and optimal results.
- Talent development and process improvement: Developed the team's technical competence and domain knowledge through coaching and talent development initiatives. Implemented development processes, operational policies, and best practices. As an early Agile adopter, switched a new system development from waterfall to Agile, and successfully launched the system as the first Agile project in Regence.

- Technical leadership and competency: As an application architect, providing system architecture and integration design solutions. Accountable for problem-solving, project management, resource coordination, release scope definition, and alignment on release timelines. Achieved MCSD certification.

EDUCATION

Master of Engineering in Electrical and Electronics Engineering

University of Auckland - Auckland, New Zealand

Bachelor of Engineering in Electrical and Electronics Engineering

University of Electronics Science and Technology of China - China

SKILLS

Jira, ADO, Trello, Asana, Software Development Lifecycle, Product Pricing, Business Strategy, Product Strategy, Digital Product Management, Brand Management, Product Roadmap, Product Marketing, Product Portfolio Management, Product lifecycle Management, DevOps, CI/CD, Agile Methodology, Kanban, Scrum Master, SAFe, Waterfall, Project Management, Stakeholder Management, Relationship Management, People Management, eCommerce, Technology Consulting, Business Analysis, Content Management, Data Analytics, Cloud, AI/ML, Salesforce