



## Simon Lee

### Senior Product Manager

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### Skills

- Enterprise Product Strategy
- System Design
- PRD Crafting
- AI Agent Product Design
- LLM Governance & Safety

### Certs & License

- AZ-104, AZ-204, SC-900, DP-300 (Microsoft Certified)
- Certified in Cybersecurity (ISC2)
- Cybersecurity Professional Certificate V2 (Google)
- Certified ScrumMaster (Scrum Alliance)
- TOEIC Gold Certificate
- JLPT N3

### About

Product Manager specializing in enterprise AI integration, shipping human-in-the-loop agents and LLM-powered workflow automation for mission-critical government and enterprise systems.

## Work Experience

### Galaxy Software Services Corp. (2016 – Present)

#### Product Manager / Product Owner – 2024.07~Present

- **Strategy & Growth:** Own the roadmap for Taiwan's #1 Official Document System(60% market share), scaling more than doubling annual product revenue.
- **AI Leadership:** Architected and shipped "Agentic AI" capabilities (RAG-driven drafting, ML routing with 85–95% accuracy) into regulated, on-premise environments for 400+ government and enterprise clients.
- **Execution:** Lead a 10+ members team, balancing deep enterprise customization with long-term platform scalability and ISO 27001/27701 security compliance.

#### Product Development Manager – 2023.11~2024.07

- **The Bridge:** Owned the productization of AI capabilities by orchestrating AI Research, Application Engineering, and Presale teams to embed LLM/NLP-driven document generation into the Official Document System..
- **Agile Delivery:** Directed secure SaaS architecture on Azure and managed the ROI evaluation for high-value enterprise customization requests.

#### Software Designer & System Analyst – 2021.05~2023.11

- **Technical Architecture:** Designed modular systems using Domain-Driven Design (DDD) and implemented the platform's first AI-powered semantic search using OpenSearch and vector embeddings.
- **Security & DevOps:** Built full DevSecOps pipelines (SAST/DAST/SCA) and delivered TW-FidO digital signature and encrypt/decrypt features..

#### Early Career Progression (Software Engineer)

– 2016.06~2022.05

- Progressed from Junior to Senior Engineer; developed WYSIYG editor and initiated the company's ML recommendation project (2019) while mastering the full .NET/SQL/Kendo UI stack.

## Education

### National Taiwan University

Bachelor's degree, Plant Pathology and Microbiology