

Chloe Wang Zhiyu

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EDUCATION

National University of Singapore (NUS) <i>Bachelor of Computing in Business AI Systems, GPA: 4.81/5.0 — NUS Merit Scholar</i>	Aug 2024 – May 2028 Singapore
• Minor in Interactive Media Development — Specialisation: Digital Product and Platform Management	

EXPERIENCE

Digital Customer Success Intern <i>ENGIE Southeast Asia</i>	Jan 2026 – Present Singapore
• Improved training efficiency by 40% through gathering product requirements and vendor evaluation for multilingual LMS serving 200+ technicians across 4 languages	
• Conducted stakeholder interviews with 6 user groups to prioritize features supporting critical infrastructure operations, creating 2028 migration roadmap for CMMS transition	
UI/UX Designer <i>Google Developer's Group @ NUS Computing</i>	

- Partnered with "It's Raining Raincoats" non-profit to replace manual Google Forms with streamlined admin dashboard, reducing administrative overhead for 50 admin staff
- Rapid prototyping using FigmaMake, designed iterative low-fi and high-fi prototypes with Figma, integrating user and stakeholder feedback to enhance usability and overall experience

RELEVANT PROJECTS

Product Launchpad Program <i>NUS Product Club x PayPal</i>	Jan 2026 – Feb 2026
• 6-week intensive product management program user research, prototyping, product metrics, and PRD development	
• Designed AI-driven onboarding platform for global FinTech case study, developing GTM strategy and KPIs while balancing regulatory, business, and revenue-generating user onboarding	
Reely - AI Travel Discovery Platform <i>Hack&Roll 2026 (24hr Hackathon) — Product Lead</i>	
• Identified user pain point of inefficient trip planning using social media reels and coordinated 4-person cross-functional team to deliver working demo within 24-hours	
• Defined product strategy and MVP scope for AI travel discovery tool that transforms social media reels into itineraries	
• Designed solution integrating Google Maps API and Gemini Vision to reduce travel research time	
GrantMatch - AI Grant Discovery Platform <i>Hack4Good 2026 — Product Lead</i>	
• Led team of 5 in developing grant discovery platform for NPO, shipping AI-powered matching system that extracts eligibility criteria, generates match scores with explanations, integrates web scraping for fetching real-time data	
• Prevented missed funding opportunities through proactive deadline tracking and alert system, defining success metrics and prioritizing MVP features based on user pain points from stakeholder interviews	
LaundryDash - Product Requirements Analysis & Design <i>IS2102 Project</i>	
• Led a team of 5 through the Software Development Life Cycle (SDLC) gathering requirements using waterfall methodology delivering a comprehensive business requirements document including use case diagrams, class diagrams	
ConvoPal - AI Language Learning Platform <i>NUS Orbital Programme</i>	
• Developed ConvoPal, full-stack MERN application AI social language learning platform including real-time chatbot, grammar correction that targets beginner language learners	
• Defined target user segment and product roadmap, translating user insights into technical requirements for full-stack MERN application that improved users' language accuracy by 30%	

TECHNICAL SKILLS

- Design:** Canva, Figma, Balsamiq, Capcut, Miro, Tableau (Data Visualisation)
Programming Languages: Python, Java, SQL, HTML5+CSS3, JavaScript, R
Frameworks & Tools: Django, Flask, React.js, Node.js, Express.js, MongoDB, Tableau, RStudio, Docker, Google Cloud Platform, Claude, FigmaMake, Miro
Other: Proficient in Microsoft Office (Word, PowerPoint, Excel) — Fluent in English and Mandarin