

# Chloe Wang Zhiyu

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## EDUCATION

### National University of Singapore (NUS)

Aug 2024 – May 2028

*Bachelor of Computing in Business AI Systems, GPA: 4.81/5.0 — NUS Merit Scholar*

*Singapore*

- Minor in Interactive Media Development — Specialisation: Digital Product and Platform Management

## EXPERIENCE

### Digital Customer Success Intern

Jan 2026 – Present

*ENGIE Southeast Asia*

*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

Sep 2025 – Present

*Google Developer's Group @ NUS Computing*

*Singapore*

- 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 | NUS Product Club x PayPal

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 | Hack&Roll 2026 (24hr Hackathon) — Product Lead

Jan 2026

- 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 | Hack4Good 2026 — Product Lead

Jan 2026 – Feb 2026

- 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 | IS2102 Project

Oct 2025 – Nov 2025

- 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 | NUS Orbital Programme

May 2025 – Aug 2025

- 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