Cindy Qian she/her

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EXPERIENCE

Grand Pere Wholesale Bakery   **Product Manager**   January 2024 – July 2024
- Developed a six-month e-commerce strategy enabling the business to attract new customers, retain existing ones, and streamline the ordering and fulfillment process from start to finish
- Facilitated iterative prototyping of a digital point-of-sale platform made with Wordpress, with a focus on improving the platform's marketing and order tracking functionality
- Delivered an adoption strategy for the bakery to seamlessly onboard of wholesale customers, including Mercurys Coffee Co, Sizzle&Crunch, and Raley's Supermarkets

Genie: A Terex Brand   **Business Operations Intern**   April 2024 – July 2024
- Migrated the Genie Telematics team to Microsoft SharePoint and Jira as part of a three-month process improvement strategy, increased operational efficiency and streamlining customer success workflows
- Developed and facilitated the adoption of new file parsers using HTML, CSS, and JavaScript to improve data handling and increase the efficiency of customer service workflows
- Created user flow charts and designed wireframes for the rebranding of the Genie digital e-commerce page
- Led daily standup meetings and Jira processes to support workflow management as the Scrum Master

ThoughtfulGPT   **Product Manager Intern**   June 2023 – August 2023
- Identified high-level product vision and roadmap for a B2B SAAS product aiming to integrate GPT technology with client information systems to deliver a personalized AI experience that catalyzes workflow
- Wrote technical product requirements for new feature requests, and API documentation for customers
- Researched integration of commonly used LLMs (eg. Llama-2, Claude, GPT-3) as well as the linguistics of GPT prompting in order to build out user stories

Breadware   **Software Engineering Intern**   July 2022 – September 2022
- Participated in cross collaboration with marketing, product, and the client to design mockups for an IoT mobile application tracking data for construction machinery (water levels, energy levels, errors, location, etc.)
- Developed the corresponding mobile application using the Ionic SDK and AngularJS

PROJECTS

Major League Hacking   **Hackathon Organizer & Coach**   January 2021 – September 2023
- Coordinated two 24-hour collegiate hackathons at the University of Washington (DubHacks) with over 1,500 participants; navigated both in-person and virtual event organization with COVID-19 safety protocols
- Managed a $75,000 budget for marketing, digital ad campaigns, prizes, venues, meals, swag, & merch
- Increased event participation by 114% as a result of marketing initiatives including site branding & copywriting, the development of content & design components, crafting email campaigns & day of communications on Discord
- Mentored 70+ hackathon organizers across the country during hackathon planning phases, attended final cumulative hackathon events to provide extra support, facilitate incident response, and host API workshops for partners (twilio, Microsoft Cloud, GitHub, etc.)

EDUCATION

University of Washington • *Dean's List* • *GPA: 3.80*   June 2024
Bachelor of Science in Informatics (Product Management)   *Seattle, WA*
Coursework: Data Structures, Database Systems, Computational Complexity and Algorithms, Client-Side Web Development, Information System Analysis & Design, Design Methodologies

SKILLS

Languages: Java, R, SQL, React, HTML, CSS, Javascript, Chinese
Technologies: Microsoft Office, Azure DevOps, Jira, Figma, Adobe Photoshop, Wordpress, Canva, Contentful, Asana