

SUMMARY

Product Manager with expertise in data-driven solutions, generative AI, and backend engineering. Passionate about translating complex technologies into scalable products that drive user engagement and business growth. Experienced in leading cross-functional teams, defining roadmaps, and delivering global product launches.

EXPERIENCE

- Volvo Cars

Gothenburg, Sweden

Aug 2023 - Present

Product Manager, Data Platform

- Defined product strategy:** For the Customizable Digital Twin Platform (CDTP), conducting extensive user research to shape the platform roadmap for UX Designers and MarCom Asset Creators, improving design efficiency.
 - Launched fleet shopping features:** Test drive forms and lead capture forms, across **9 global markets**, increasing lead generation efficiency. Standardized event tracking, enhancing data consistency for strategic decision-making.
 - Drove AI-powered automation:** By launching an intelligent Teams Chatbot (Azure OpenAI + RAG) to streamline procurement, reducing contract retrieval time by **70% for 600+ buyers across EMEA, APAC, and the Americas**.
 - Established Data Contract tools:** To standardize data practices across global teams for analytics governance, automating compliance workflows using **Python and GitHub Actions**, reducing validation time by 15%.
- SAP

Shanghai, China

Feb 2022 - Aug 2022

Technical Product Manager, Cloud Platform

- Led product design:** For a cloud-based data integration framework, improving data processing accuracy **by 38%** and ensuring compliance with **EDIFACT standards**. Optimized platform architecture, reducing system error rates by 15%.
 - Orchestrated collaboration:** Aligning stakeholders across product, engineering, and compliance teams to **define technical requirements, prioritize feature development, and ensure seamless integration** of cloud solutions that improved alignment **across three global teams** and accelerated deployment timelines.
- Airwallex

Shanghai, China

Nov 2021 - Feb 2022

Product Manager, Global Transfer Payment Network

- Drove workflow automation:** By redesigning batch processing, increasing transaction capacity by 20%.
 - Expanded market coverage:** Leading the **SWIFT payment launch in 17 countries**, enhancing global transactions by 12%.
 - Led cross-functional alignment:** Working with **engineering, compliance, and operations** to define technical requirements, ensuring **seamless API integrations, regulatory compliance, and real-time settlement capabilities** for global markets.
- Alibaba Group

Hangzhou, China

Jul 2021 - Nov 2021

Software Engineer, Last-mile Delivery

- Improved delivery accuracy:** Launching a **RocketMQ-based feedback processing system**, reducing false delivery reports by 74% and improving platform reliability.
 - Enhanced platform scalability:** To handle peak loads during high-demand periods Ensured robust fault tolerance through real-time monitoring solutions. Led cross-functional collaboration to implement real-time monitoring and fault tolerance, ensuring seamless performance **during peak demand periods**.
 - Partnered with product teams:** To analyze **user pain points** in last-mile delivery, aligning system performance with customer expectations, increasing customer satisfaction by 15%.
- Apecyn Art

Atlanta, GA

Mar 2019 - Dec 2022

Founder

- Built and scaled a multi-channel art business:** Leading a collaborative team of artists and forming strategic partnerships with breweries and media companies in Atlanta, Los Angeles, Melbourne, Shanghai and Beijing.
 - Expanded sales channels:** To over **10 local stores**, achieving a **50% revenue increase** through new distribution strategies and optimized pricing models. Leveraging partnerships with **five breweries and media companies** to enhance brand visibility and diversify revenue streams, positioning the collection for sustained growth.

EDUCATION

- Georgia Institute of Technology

Atlanta, GA

M.Sc. in Computer Science (2021–2023), M.Sc. in Structural Engineering (2017–2018), GPA: 3.8/4.0
- Hong Kong University of Science and Technology

Hong Kong

B.Eng. in Structural Engineering & Computer Science, Exchange **UNSW** & **WasedaU**, Honors

Sep 2013 – Jun 2017

SKILLS

- Product Management :** JIRA, Confluence,Azure DevOps, Wireframing and prototyping dashboards and internal tools (Figma, Miro)
- Platforms & Programming:** Kubernetes, Kafka, Airflow, Snowflake, RocketMQ, Python, RESTful, GraphQL
- Data Engineering & Analytics:** SQL, Data Contracts, Data Governance, Data Pipelines, Power BI
- Certifications:** AWIT Product Management Professional (2024), IIBA Certified Product Manager (2023), Develop GenAI Solutions with Azure OpenAI (2023), SAP BTP Certified Developer (2022)
- Languages:** Fluent in English, Mandarin, and Cantonese