Cynthia (Mengyuan) Li

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SUMMARY

Product Manager with expertise in leading data-driven solutions, generative AI and backend engineering. Proven ability to translate complex technical requirements into actionable strategies and aligning engineering efforts with business goals. Skilled in driving cross-functional collaboration, and delivering scalable platforms that enhance user experience and developer efficiency.

EXPERIENCE

- **Volvo Cars** — Gothenburg, Sweden
  Global Rotation - Data Platform — *Aug 2023 - Present*
    - **Visualization Platform Expansion**: Drove the product discovery phase for the **Customizable Digital Twin Platform (CDTP)** expansion, focusing on UX Designers and MarCom Asset Creators. Conducted extensive user research and developed **personas, journey maps, and opportunity solution trees**, shaping the platform's feature roadmap.
    - **Fleet Shopping Product**: Led the rollout of key features, including **test drive forms** and **lead capture forms**, across 9 international markets, improving lead generation processes. Collaborated with stakeholders to define event tracking standards, enhancing analytics consistency. Streamlined the team's Azure DevOps structure, increasing operational efficiency.
    - **AI for Procurement**: Enabled the development and global launch of an intelligent Teams Chatbot powered by **Azure OpenAI** and **RAG framework**. Built scalable data pipelines to integrate and streamline contract data from multiple sources (e.g., VGS) into the chatbot's backend, ensuring real-time responses to user queries, reducing contract retrieval times by 70% for over 600 buyers and managers to efficiently interact with contract data across EMEA, APAC, and the Americas.
    - **Analytics Governance**: Implemented a **governance framework** to standardize data practices across analytics teams, improving data integrity by 20%. Automated compliance workflows using Python and GitHub Actions, reducing validation time by 15%. Collaborated with cross-functional teams to develop key use cases, conduct user interviews, and gather feedback from data teams.

- **SAP** — Shanghai, China
  Technical Consultant - Cloud Platform — *Feb 2022 - Aug 2022*
    - **Data Integration Framework**: Implemented a cloud-based **data integration framework**, achieving a 38% improvement in data processing accuracy and full compliance with EDIFACT standards.
    - **Architecture Optimization**: Refined and optimized **data flow architecture**, leading to a 20% increase in user adoption and reducing system error rates by 15%.
    - **Stakeholder Alignment**: Collaborated with stakeholders across product and engineering teams to deliver scalable cloud solutions that addressed client needs and compliance requirements.

- **Airwallex** — Shanghai, China
  Product Manager - Global Transfer Payment Network — *Nov 2021 - Feb 2022*
    - **Workflow Scalability**: Redesigned and optimized batch workflows, increasing transaction volume capacity by 20% and reducing processing times. Led cross-functional teams to ensure seamless implementation and improved user experiences.
    - **Payment Network Expansion**: Collaborated with engineering teams to expand the SWIFT payment network to 17 countries, enhancing market reach by 12%. Aligned technical execution with strategic market expansion goals for successful deployments.

- **Alibaba Group** — Hangzhou, China
  Backend Engineer - Last-mile Delivery — *Jul 2021 - Nov 2021*
    - **Feedback System Optimization**: Developed and deployed a **RocketMQ-based feedback processing system**, reducing false delivery reports by 74% and improving platform reliability.
    - **Scalable System Design**: Enhanced system scalability to handle peak loads during high-demand periods, increasing customer satisfaction by 15%. Ensured robust fault tolerance through real-time monitoring solutions.
    - **Cross-Functional Collaboration**: Worked closely with product and operations teams to align system performance with user experience expectations, delivering improvements within tight deadlines.

SKILLS

- **Platforms & Programming**: Kubernetes, Kafka, Airflow, Snowflake, RocketMQ, Python, RESTful, GraphQL, YAML, Terraform
- **Data Engineering & Analytics**: SQL, Data Contracts, Data Governance, Data Pipelines, Power BI
- **Product Management** : JIRA, Confluence,Azure DevOps, Wireframing and prototyping dashboards and internal tools (Figma, Miro)
- **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

EDUCATION

- **Georgia Institute of Technology** — Atlanta, GA
  M.Sc. in Computer Science (2021–2023), M.Sc. in Structural Engineering (2017–2018), GPA: 3.77/4.0

- **Hong Kong University of Science and Technology** — Hong Kong
  *B.Eng. in Structural Engineering & Computer Science, Exchange **UNSW** & **WasedaU**, Honors* — *Sep 2013 – Jun 2017*