

# Eric Lin

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## EXPERIENCE

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### Technical Project Manager

Jan. 2024 – Present

*Texada Software*

*Mississauga, ON*

- Managed the development of the Service Agreement Quoter, guiding product, team, and client through stages of product development lifecycle and ensuring features were ready by client-set deadlines
- Guided ISO/SOC security compliance changes with employees across company, increasing compliance percentage by 20% before audit deadline
- Revamped and implemented New Product Initiative Lifecycle process through the use of POCs, trial runs, and demos

### Project Manager/Scrum Master

May. 2023 – Aug. 2023

*Innovapost*

*Toronto, ON*

- Directed daily scrums with 2 scrum teams comprised of pods including developers, QA testers, designers, business architects, and product owners, guiding 3 major projects to completion
- Led bi-weekly agile ceremonies such as stand-up, backlog grooming, sprint planning, and retrospective, improving team velocity by 9%
- Defined and updated road maps encompassing work of 4 cross-functional teams, leading to an increase of 2 minor releases per month
- Successfully orchestrated and streamlined the management of 16 software releases by coordinating change requests, fostering effective collaboration with other teams

### Product Manager

Sep. 2022 – Dec. 2022

*Nova*

*Toronto, ON*

- Launched and coordinated Video Creatives product, defining future features in a three-year roadmap with userflows, mockups, and wireframes
- Conducted user research on over 200 clients and 3,000 platform users through A/B testing, analyzing customer data trends, and visual user analytics
- Investigated and applied data-driven insights through MySQL to prioritise upcoming feature development, resulting in a 15% user engagement boost
- Developed unified design system, increasing consistency and re-usability of components throughout various designs and tickets
- Designed, documented, and presented UI/UX flow prototypes for 30+ features and improvements using Figma

### DevOps Engineering Assistant

Jan. 2022 – Apr. 2022

*de Souza Institute - University Health Network*

*Toronto, ON*

- Implemented UI/UX updates to front-end design of the e-Learning Centre, serving a new modern, responsive, and accessible platform to 18,000+ health care professionals
- Developed and launched a React-based virtual library site collecting medical articles from across the internet, bolstering site security and optimizing performance

## TECHNICAL SKILLS

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**Product & Design Tools:** Figma, JIRA, Posthog, Aha, Postman, Miro, Adobe Suite

**Languages and Frameworks:** HTML/CSS, React, JavaScript, Python, C/C++, Java, MySQL

## EDUCATION

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### University of Waterloo

Waterloo, ON

*Bachelor of Applied Science in Systems Design Engineering*

*Sep. 2021 – Apr 2026*

- Cumulative GPA: 3.9/4 (89%)
- Relevant Courses: Human Factors in Design, Engineering Prototyping, Engineering Economics, Data Structures and Algorithms