HANG-TIEN (LOTUS) LIN

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EDUCATION

Master of Science, Engineering Management   **2018**
The University of Texas at Austin   **Austin, Texas**
Master's Project: "Developing project management framework for Taiwanese tech startup"

Bachelor of Science, Bio-Industrial Mechatronics Engineering (BIME)   **2013**
National Taiwan University (NTU)   **Taipei, Taiwan**
Undergraduate Thesis: "Analyzing human intent in steering a passive walker equipped with IMU sensor"

PROFESSIONAL EXPERIENCE

Product Manager   **2019 – Present**
S&B Industry Inc. (Foxconn Technology Group)   **Dallas, Texas**
- Lead teams of 10+ engineering, IT, QA, supply chain, and warehouse professionals in NPI phases of forward and reverse logistics solutions delivery for consumer electronics clients
- Executed averaged 6+ projects with detailed project plans and lesson learned reports in parallel each quarter; excel at gathering feedback and requirements with customized PM tools
- Shape repair centers, operators, and ODMs which span multiple countries to achieve the success of after-sales service in the USA, Canada, and Mexico; conducted 4 models launched with 3 operators in USA in 5 months
- Partnered with IT managers and account managers to deliver new features and improvements for website and system projects including creating project plans, managing scope changes, and demonstrating UI design
- Analyze market and competitive conditions to create a product vision including pricing decision and go-to-market strategy for E-Commerce department and new product launches

Project Manager   **2014 – 2015**
POINT Robotics (formerly NTU RMML Startup Team)   **Taipei, Taiwan**
- Presented to venture capitalists and angel investors including Johnson & Johnson and PwC; raised $0.4 million in a seed round by selected to join Taiwan Supra Integration and Incubation Center (Si2C)
- Led a team to participate in the FITI startup competition, personally succeeded as 3rd best presenter. The team placed among the top 20 teams and won a $4,000 cash award
- Implemented project management frameworks including Design Controls for medical device development; created Gantt charts and workflows for the R&D team of 6 engineers to increase productivity

Project Planner (FTE); ActionScript Developer (Intern)   **2013 – 2014**
LEADERG Inc.   **Taipei, Taiwan**
- Promoted to project planner after 2 months interning as ActionScript developer on the speech recognition project
- Managed a development team of 5 software engineers and designers. Responsibility includes product prototype testing, A/B testing, and product documentations
- Organized crowdfunding campaign on the top Taiwanese platform (104 Crowdfunding); raised over 130% of the target funding, including sponsored presentation opportunity in Silicon Valley from the platform

Intern, Information Technology (IT) Assistant   **2012 – 2013**
Microsoft Corporation   **Taipei, Taiwan**
- Conducted 30+ workshops for Windows 8 & Office 2013 Dogfooding events; attracted 300+ attendees in a half year with an 8.8 out of 10 average customer satisfaction rating
- Achieved 93% FAE installment rate for Windows 8 - the highest installment rate in the Greater China Region
- Used Microsoft Access to assist supervisors with asset management and inclusion of rolling out Windows 8 upgrade to 500+ computer units
- Troubleshot and escalated IT issues to higher levels and other Greater China branches; translated IT documents
- Organized monthly newsletter for internal employees within Taiwanese divisions, providing Dogfooding event updates and quick start guides for multiple products

SKILLS

Expert in Microsoft Office (Excel, Project, Access, Visio, PowerPoint, Word, Publisher), HTML, CSS
Intermediate with MySQL, Bootstrap, @RISK, Tableau, SolidWorks, ActionScript
Advanced knowledge in Python, JavaScript, C++, MATLAB, LabVIEW
Languages: Fluent in Mandarin Chinese & English
Business & Operations: Project Initiation, Project Scope Development, IT Project & Program Management, Pitching Ideas, Competitive Analysis, Customer Needs Analysis, Crowdfunding, Financial Forecasting, Product Roadmaps