JIWON LEE

PRODUCT MANAGER

CONTACT

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WRITING PORTFOLIO: HERE

SKILLS

- Project management
- Project collaboration software (e.g., Confluence, LucidChart, Trello, JIRA, Salesforce CRM)
- Proficient in Excel (e.g., macros, VLOOKUP, etc)
- Familiar with SQL
- Familiar with Tableau
- Familiar with Python
- Data analysis & presentation
- Familiar with Agile & Scrum methodologies
- Product roadmapping
- Familiar with A/B experiments
- Client & vendor management and resolution
- User experience interview
- Making jargon-heavy content user-friendly
- Culturally sensitive
- Bilingual (English & Korean)

EXPERIENCE

ASSOCIATE PRODUCT MANAGER, RESEARCH OPERATIONS
INTREXON | 2019 - 2020

- Led the team on product ideation, research, and prototyping for repurposing of internal web applications, which was on track to cut down yearly operating cost by approx. $60k prior to COVID-19-related layoff.
- Partnered with research operators to design web applications to fit their needs and desires in weekly meetings, resulting in a decrease of turnaround time for physical product by 3 business days and saving an average of 3 hours spent on additional communication per order.
- Translated evolving research specifications into product requirements to construct user stories, which ultimately shaped the plan for a smooth data integration.
- Built and maintained the long-term theme-based roadmap to share product priorities with key stakeholders and ensured items from backlog feed into upcoming sprints in collaboration with software engineers.

CLINICAL RESEARCH COORDINATOR
SCIENCE 37 | 2018

- Successfully recruited +150 participants for the Sanofi diabetes trial by building meaningful relationships with clients remotely through consistent follow-up appts, and guided explanation of the trial, all of which set the standard for training new staff in different scenarios.
- Led process improvement activities, saving coordinators the time spent on clinical data acquisition by an avg. of 2 billable hours per case.
- Served as personalized frontline technical resources to +5 participants by developing a deep understanding of NORA, S37's main product.
- Developed and executed local outreach strategies for issues in recruitment (e.g., lack of diversity in participant pool) in collaboration with clinicians, product managers, and patient advocates, which contributed to an increase in the number of leads by +50 per month.

HEALTH RESEARCH ASSOCIATE
UCSF BENIOFF CHILDREN'S HOSPITAL, OAKLAND | 2011 - 2016

- Assisted Rachel Gilgoff MD in seeking to understand how the caregiver's childhood trauma affects their children by interviewing +5 clients each week, and gathering data from questionnaires.
- Facilitated small group sessions with conflict-prone pediatric clients accordingly to generate solutions to ongoing points of conflict.
- Prepared weekly supplemental materials on different public health topics for guardians, contributing to a rise in NPS from 7.4 to 8.6, with many clients noting the materials to be "helpful" and "engaging."

EDUCATION & CERTIFICATION

BACHELOR OF SCIENCE, MAJOR IN MICROBIOLOGY & MINOR IN PROFESSIONAL WRITING - TECHNICAL
UNIV. OF CALIFORNIA - SANTA BARBARA; 2018

EDUCATION ABROAD PROGRAM, IMMERSION
YONSEI UNIVERSITY, SEOUL, SOUTH KOREA; 2017

DATA ANALYST CERTIFICATION (IN PROGRESS)
DATAQUEST