Caroline Chen

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EDUCATION

University of Waterloo *2018 - 2022*
Bachelor of Computer Science - Human Computer Interaction; Minors in Management & Economics *Waterloo, Canada*
Awarded $ 17 000 in entrance scholarships, undergrad representative CS Director Nominating Committee 1 in 3000

SKILLS

Product	User Stories, Competitive Analysis, User Research, Road-mapping, Go-To-Market, Jira, Confluence
Design & Data	Wire-framing & Prototyping (Figma, Bootstrap), Data Analytics (SQL, R), Rest API (Postman)
Software	C/C++, Python, Ruby, HTML/CSS, Selenium, Git, Windows, Linux, MacOS, Agile & Scrum

WORK EXPERIENCE

DocuSign *May 2020 - Sept. 2020*
Product Manager & Software Engineer Intern *Seattle, U.S.A*
- Executed on **Go-To-Market** strategy by writing product guide for field members, enabling projected sales of **$xxx xxx**
- Increased **product awareness** by writing API use-case blog to enable projected customer growth of **145%** for **B2B** features
- Built data-driven automation framework to perform end-to-end data & UI validation by using Ruby, Typescript, API & Kusto to generate over **30K** tests monthly for new product with over **10K** potential users

Ritual *May 2019 - Aug. 2019*
Internationalization Project Manager & Software Engineer Intern *Toronto, Canada*
- Set foundation for **i18n** launches by establishing localization process used to release product to over **170k** users in **4 countries**
- Took **ownership** of translation process, i18n team management & training, earning company-wide recognition from Director
- Decreased ticket triaging time by **200%** by defining an internal feedback structure to streamline product feedback process
- Developed automated scripts to execute smoke & sanity tests using Selenium & MySQL to validate before releasing to production

Scotiabank *Jul. 2017 - Aug. 2017*
Product Manager & Product Design Intern *Toronto, Canada*
- Designed scale-able **wire-frame** for HR micro-site by aligning on **product branding** with stakeholders using Figma & Balsamiq
- Determined **product life cycle**; Identified **stakeholder KPIs**; Define **product requirements** and prioritized features for MVP
- Programmed microsite for **30K+** potential users using bootstrap, HTML/CSS & more; Presented proof-of-concept to VP, HR & PMs

LEADERSHIP EXPERIENCE

Hack the North *Feb. 2020 - Present*
Monetization Program Manager & Sponsorship Director *Waterloo, Canada*
- Define **monetization strategy**, iterate on user feedback and adapt go-to-market plan in responses to global pandemic
- Own sponsors dashboard & **prioritize features** while working cross-functionally to launch new products to industry users
- Drive team of **6** to raise **$xxx xxx** for Canada's Biggest Hackathon of **3000+** global Hackers

Women in Computer Science (WiCS) *Jan. 2019 - Present*
Product Manager & Chair *Waterloo, Canada*
- Improved user engagement **100%** by spearheading **complete redesign** & re-branding of the official undergrad website
- Led team of **6** engineers & designers; Aligned stakeholder on messaging branding and managed progress using **Agile** & **Jira**
- Designing wire frames using **Figma** , wrote the PRD and outline the product road map by gathering user feedback

PROJECTS

Financial Fore$t *2020*
Credit Management App | *Winner of Google Cloud API*
- Won **Best use of Google Cloud Platform** at SheHacks for use of **Google Vision API** to scrape receipt image for total cost
- Led team of **4** to create financial management app for young adults by creating user-stories and human-centered design

AWARDS

2020	Grace Hopper Celebration WiCS Scholar, Rewriting the Code Fellow (RTC) , SheHacks Google Cloud API - 62 teams
2019	WECode Harvard Scholar, Duke of Edinburgh Gold, RTC Fellow, Grace Hopper Celebration WiCS Scholar - Top 30%
2018	CAN-CWIC Scholar, FIRST Robotics World Championships, DECA Provincials, SHAD Entrepreneurship Nationals

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EDUCATION

UNIVERSITY OF WATERLOO | *Bachelor of Computer Science - Human Computer Interaction* 2018-2022
Minor in Management and Minor in Economics, Honours Co-op Program
Awarded $ 17 000 in entrance scholarships, Undergrad Rep CS Director Nominating Committee

SKILLS

Languages: C/C++, Python, Ruby, TypeScript, HTML/CSS, Selenium, SQL, Git
Frameworks & Tools: Bootstrap, RESTful API, Kusto, Jenkins, Jekyll, Docker
Technologies & Methodologies: Figma, Jira, Confluence, Gitlab, Linux, MacOS, Agile & Scrum

WORK EXPERIENCE

DOCUSIGN | Software Engineer Intern   May. 2020 – Sept. 2020 | Seattle, WA
- Build front-end web automation framework using **TypeScript & Ruby** for product with **10K+** possible users
- Set up data-driven platform to perform end-to-end test validations, generating **30K+** tests monthly
- Increased test coverage by **88%** for feature with **7K+** monthly sessions with **99.81%** average pass rate
- Executed on **Go-To-Market** plan by writing API blog to enable projected growth of **145%** for **B2B** features

RITUAL.CO | Software Engineer & i18n PM Intern   May. 2019 – Aug. 2019 | Toronto
- Set foundation for **i18n** launches by creating l10n process used to release product to over **170k** users
- Developed automated scripts to execute smoke & sanity tests using **Selenium** & **MySQL** for **Web**
- Decreased ticket triaging time by **200%** by streamlining user feedback process across platforms
- Led team of **10** working **cross-functionally** to meet **4** back-to-back **launch deadlines** in **6 weeks**
- Took **ownership** of translation process, i18n team management & training, earning company-wide recognition from Director

SCOTIABANK | Software Engineer Intern - Web   Jul. 2017 – Aug. 2017 | Toronto
- Programmed recruitment website using **Jekyll, Bootstrap, HTML & CSS** for **30K+** potential users
- Planned and designed **wire-frames & mock-ups** by evaluating **project requirements** , **stakeholder KPI** and **features priorities** during **product development life-cycle** using **Agile Methodologies**

PROJECTS

FINANCIAL FORE$T | Credit Management App | *Winner of Google Cloud API*   2020
- Won **Best use of Google Cloud Platform** for use of **Google Vision API** to scrape receipt for costs
- Developed dynamic web application using **Node.js, React, Bootstrap and HTML & CSS**

LEADERSHIP EXPERIENCE

WOMEN IN COMPUTER SCIENCE | Chair, Product Manager   Jan. 2019 – Present | Waterloo
- Leading team of **7** to develop re-branded WiCS website to promote diversity & inclusivity
- Selected from **2500 +** students to serve on the Nominating Committee for the School of Computer Science

HACK THE NORTH | Sponsorship Director   Feb. 2020 – Present | Waterloo
- Working with cross-functional team in design, engineering & finance to develop Sponsor Dashboard
- Leading team of **6** to raise **$XXX XXX** to bring Canada's Biggest Hackathon to **3000+** global Hackers

AWARDS

•Rewriting the Code Fellow 2020 • Grace Hopper Scholar 2019 • WECode HARVARD Scholar 2019 • Duke of Edinburgh Gold 2019 • CAN-CWIC 2018 • FIRST Robotics Worlds 2017 • DECA Provs 2016 • SHAD 2016