Joachim Tan

joachim.tan.99@gmail.com • 4156327663 • LinkedIn • Website • No Visa Sponsorship Required

Product leader with 5+ years of experience. Skilled in leading cross-functional teams to develop and launch new products, as well as improving performance and functionality of existing platforms.
Ex-entrepreneur for a 3D printing & B2C e-commerce company, Kaiva

WORK EXPERIENCE

Outer Labs   San Francisco, CA • Sep 2023 – April
Senior Product Manager
- Led the development of a data-centric planning system to manage Google's real estate assets. Collaborated with cross-functional teams across engineering, design, and customer service, boosting operational efficiency by 90% and ensuring consumer-centric solutions.
- Developed an automated data reporting function, improving data accuracy by 80% and enabling data-driven decision-making that directly enhanced user experience and satisfaction.
- Co-developed pseudocode creation alongside software engineers, driving seamless cross-team collaboration and ensuring robust, maintainable codebases aligned with organizational objectives.

Publicis Sapient   San Francisco, CA • Jun 2022 – Aug 2023
Senior Product Manager
- Directed the CMS migration to Adobe Experience Manager for a global bank, enhancing user experience and engagement by 60%. Utilized Google Analytics data and applied A/B testing on user segments, leading to a 20% improvement in conversion rates and contributing to a revenue growth of ($XXM).
- Spearheaded customer-driven feature enhancements and interface optimizations, resulting in a 40% increase in user satisfaction scores and a 15% reduction in bounce rates, achieving operational savings of ($XXM) annually.
- Led cross-functional teams to conduct user interviews and usability testing, uncovering key insights that shaped the product strategy. Implemented feedback loops and continuous improvement processes, which improved consumer satisfaction by 25% and increased user retention by 30%.

Continental AG   Singapore • May 2021 – May 2022
Technical Product Manager
- Led a team of ML engineers on the development and training of machine learning models for a lane assist system in autonomous vehicles, utilizing TensorFlow frameworks to process and analyze sensor data (camera, LiDAR, radar), achieving an improve 30% accuracy of in-lane detection under diverse driving conditions.
- Conducted market competitor analysis to propose strategic product evolution initiatives, enhancing the company's offerings and generating significant revenue growth by ($XXM).

ExxonMobil   Houston, TX • Oct 2019 – Apr 2021
Platform Product Manager
- Spearheaded the integration of financial marketing applications into Microsoft Azure platform. This enhanced scalability across marketing channels, reducing operational costs, leading to savings of ($XXM).
- Spearheaded the development and integration of APIs, facilitating scalable connections between platform and external systems. This initiative significantly improved data interchange capabilities and enabled seamless third-party integrations, further optimizing operational efficiency, and enhancing user experiences across the platform.
- Leveraged Tableau to analyze marketing campaign performance and user engagement, providing deep insights that informed targeted marketing strategies, leading to an increased in overall engagement by 50%, directly benefiting consumer satisfaction.

Software Engineer   Singapore • Jan 2017 – Sep 2019
- Led the development and implementation of a Global Robotic Process Automation (RPA) bot tailored for SAP Plant Maintenance business processes across upstream, downstream, and chemicals sectors. The initiative automated repetitive tasks and streamline operations, resulting in substantial annual business savings of ($XXM).
- Developed an iOS application tailored for maintenance business users to efficiently input data using apple devices during Turnaround operations, ultimately leading to significant cost savings of ($XXM).

EDUCATION

Rice University   Remote • 2023 – Present
Masters in Data Science (part-time)
- Completed Coursework: Programming Languages, Statistical Machine Learning, Data Visualization

University of Manchester   Manchester, UK • 2012 – 2016
MEng (Hons) Chemical Engineering – Second Upper Class Honors
- Relevant Coursework: Process Design & Simulation, Simulation Modelling

SKILLS, CERTIFICATION & LANGUAGES

Skills: Product Strategy; Product Roadmap; Agile Methodology; AI/ML; User Experience Design; Microsoft Azure; Google Cloud Platform; Tableau; Power BI; Amplitude; Swift; Python; JavaScript; Java; SQL; HTML/CSS
Certifications: Certified SAFe 5 Agilist & Product Owner; Scrum Master Certified (SMC); Microsoft Azure Fundamentals
Languages: English (Native); Mandarin Chinese (Fluent)