

ABOUT ME

Technical Product Manager with **7 years of experience in SaaS (B2B and B2C)** and a **full-stack engineering background**, specializing in **0-to-1 product development, rapid feature launches, and data-driven decision-making**. Experienced in **leading cross-functional teams in Agile environments**, leveraging **AWS and modern cloud technologies** to scale high-impact SaaS products.

EXPERIENCE

Technical Product Manager - Smart Technologies (Education Tech)

Jun 2024 - present

- Created a new B2B credit card payment processing flow by **leading a cross-functional team** (order management, finance, tax, etc.) utilizing Stripe, targeting smaller customers, processing 30 quotes, 22 invoices, and 20 sales in the first 2 weeks
- Led **Product Strategy** for the Customer Data Analytics Dashboard (Mixpanel and AWS QuickSight) into 3 distinct stages by aligning with data, product, and business teams backed by **data-driven decisions based on SQL and Power BI analyses**
- Designed and developed Organization Level Settings to allow admins to control AI services, student join options, Beta access, etc. for their teachers in all regions leveraging Smartling to provide translations in an **impromptu 2-week deadline**
- Devised the **release plan** for a Mongo and Redis system hosted in AWS designed to replace Google Firebase as it was not **reliable or scalable**, within 2 weeks of taking over the project
- Led 3 backend teams (24 engineers, 6 testers, 3 designers) by **maintaining the product roadmap and backlog, writing feature memos, writing and prioritizing epics, features, and user stories**

Software Engineer - Smart Technologies (Education Tech)

Jan 2022 - Jun 2024

- Designed the real-time collaborative editing feature, similar to collaboration in Google slides, helping **increase our average selling price (ASP) by 26%** in the following quarter
- Led design and implementation of the coupon feature and **API in our B2C flow with Stripe**, allowing the sales team to acquire 500+ users from a single trade show
- Engineered an internal onboarding system **replacing third-party tools**, generating annual savings of **~\$50k**

Founder - tiplanner.com (travel journal web app)

Jan 2023 - Jan 2024

- Developed a fully functional travel journal web app MVP powered by NextJs, TypeScript, React, Google APIs and SDKs, Prisma, and PostgreSQL framework, utilizing Slack and Asana to facilitate work for 3 developers and 1 UX designer
- Led **user research and customer interviews**, speaking to 100 prospective users to validate product and populate roadmap
- Conducted **in-depth competitive analysis** of travel journal and itinerary planning apps, identifying feature gaps and differentiation opportunities

Director of Technology and Operations - Health Insurance Brokerage

May 2019 - present

- Drove **300% revenue increase** while maintaining 85% profit margin through strategic business operations optimizations
- Developed an in-house SMS service using **Twilio API for 2000+ customers**, saving 70 hours monthly
- Created employee performance grading standards**, resulting in a 25% improvement in employee metrics

Customer Success Project Manager - Epic (Electronic Health Record)

Sep 2018 - May 2019

- Collaborated with 40 project managers to transition an academic hospital to Epic's integrated EHR system
- Managed a team of 5 configuration analysts to build out 4 Epic applications for a \$20M software implementation project
- Utilized project road maps, progress reports, and scrum methodology to ensure project deliverables meet deadlines

EDUCATION & SKILLS

Education: BA at Williams College | 3.6 GPA

Subjects: Chemistry (Major), Computer Science, Psychology, Sociology, Math, Economics, Physics, and Biology

Technical: Golang, C#, .NET, AWS, ReactJS, VueJS, NextJS, TypeScript, JavaScript, HTML, CSS, Python, Express, Node, SQL, PostgreSQL, Flask, Firebase, REST API, Redux, GIT, JEST

Tools: Miro, Jira, Azure DevOps, Asana, Aha!, Confluence, Scrum, Figma, Sharepoint, Excel, Word, PowerPoint, Canva, Adobe Photoshop, Adobe Illustrator, Adobe Premiere Pro, Salesforce, Stripe, MixPanel

Languages: English (native), Korean (native)