

## PROFILE

PM with a technical background in startups and API-driven SaaS products. Passionate about creating Minimum Loveable Products that delight customers and drive business success. Excels in leading product strategy, prioritizing features, and managing product features and roadmaps from zero to one. Dedicated to fostering a culture of empathy, inclusivity, and continuous learning.

## EDUCATION

**B.S, Electrical Engineering Computer Sciences**, 2009  
University of California, Berkeley

## SKILLS

CSM/CSPO certified, Product Roadmapping, Agile Methodologies, UX Design, UX Research, Customer Support, SaaS, Enterprise, SQL, Balsamiq, Customer Journey, Product Design, Integrations, Technical Systems, API Design

## LANGUAGES

English (Fluent)  
Mandarin (Conversational)

Java (Intermediate)  
Javascript (Intermediate)  
Python (Intermediate)  
SQL (Intermediate)

## INTERESTS

Bouldering, street photography, improv comedy, game design

## EXPERIENCE

### Product Manager, Technical

Jul2021- Dec2022

ChowNow • Series C Online food ordering startup.

- Led an Agile team of 12 local and remote developers, managing the backlog of the integration platform.
- Managed the backlog of the integration platform, developed new API endpoints 0 to 1 resulting in a 10x increase in API usage in one year. Developed and owned the ChowNow Developer Platform API, which processed \$209M in gross food sales YTD.
- Owner of ChowNow Direct Integration Platform, led 0 to 1 development of major POS systems integration (Square, Toast), from initial scoping through pilot launch.
- Served as the technical liaison to 11 integration partners. Improved partner integration onboarding efficiency by 500% by orchestrating the ChowNow integration certification process and operational playbook.

### Product Manager

Oct2020 - Jul2021

SquareTrade • Insurance and warranty service provider for consumer electronics. Subsidiary of Allstate

- Successfully led an Agile team of 11 local and remote developers as Product Owner of the Data Platform.
- Developed and maintained API and data pipelines that support 50+ retail partners and merchant integrations worldwide, including Amazon and Apple.
- The platform sits at the core of the entire warranty claim lifecycle for SquareTrade's 120m+ customers.

### Strategic Consultant

Mar2020 - Oct2020

Independent • C19 Coalition, OpenLoop Health (TechStars '20)

### Product Manager

Mar2018 - Nov2019

Fleetsmith • VC-backed IT Device Management SaaS startup, acquired by Apple

- As the first PM hire for Fleetsmith, focused on growth through Series A and B funding rounds, ultimately leading to acquisition by Apple.
- Developed zero to one gold standard and first to market SaaS features (e.g. Fleetsmith's Custom Apps feature) leading to 3x in ARR year over year, 95% CSAT, and <3% churn rate through hypergrowth, focusing on top of funnel growth moving upmarket.
- Owned the device management webapp and integration library, providing world-class security-focused remote management of 100k+ devices.
- Tripled the size of the Fleetsmith integration library (90+ integrations) with Apple's MDM capabilities and third party software, introducing an API driven platform to democratize best-in-class device administration for all users, technical and non-technical.

### Product Manager

Dec2016 – Mar2018

Medrio, Inc. • MedTech SaaS startup provider of electronic data capture (EDC) and e-clinical tools

- Owned the Medrio EDC Reporting and REST API, powering the data collection and reporting process for clinical trials.
- Led the redesign of Medrio EDC's reporting engine, facilitating the integration of a BI tool into the core application.
- Developed and maintained the API roadmap, responsible for over 20% of annual revenue.

### Product Manager

Jun2014 – Apr2016

Intapp, Inc. • Global Leader in business applications for law firms. Went public in 2021.

- Built and launched initial prototype / MVP of the company's first cloud offering, Intapp Terms of Business.
- Introduced and developed playbooks for first in-house usability sessions leading to a complete UI/UX application redesign.

### Software Application Engineer

Nov2011 – Jun2014

- Worked on Intapp Walls, a security integration platform for IT teams in the legal space, automating and securing third party tools (Box, Microsoft file share, Sharepoint, Autonomy iManage Workspace, and Elite 3E).

### Systems Test Engineer

Jul2009 – Nov2011

Brocade Communications

- Developed and executed test plans and automated tests for FastIron product line of Brocade network routers and switches (releases 7.0.0.1, 7.1, 7.2, 7.202, 7.3).
- Products tested: Brocade FastIron SX Series, Brocade FastIron FCX Series.