Zikang (Khan) Zheng

Singapore · (+65) 9376-1147 · zikangzheng@gmail.com · linkedin.com/in/zikang-z-b5a19b127

Professional Summary

Product & operations professional with 3 years' experience delivering AI-driven products, LLM solutions, and full-stack product development. Proven record of leading cross-functional teams, fine-tuning conversational AI, and SaaS features on time and within scope. Adept at data-driven optimisation, stakeholder management, and scalable process design.

Core Skills

LLM Fine-Tuning • Conversational AI • Voicebot/Chatbot Platforms • Product Deployment • Project Management (Agile/Scrum) • Full-Stack Development • Data Analysis (SQL, Python) • Cross-Functional Leadership • Stakeholder Engagement • Requirements Gathering • Performance Monitoring • Process Improvement • Quality Assurance & Testing

Relevant Experience

AI Product Manager Intern – Stepfun – Beijing, CN (Nov 2023 – Jan 2024)

- Spearheaded launch of an AI risk-management platform powered by LLMs, capturing 40 % more target users.
- Led 30-person team through Agile sprints, meeting all OKRs two weeks early.
- Drove LLM prompt design & fine-tuning cycles, boosting model accuracy by 18 %.
- Produced competitive analysis & GTM strategy positioning product as top compliance tool in segment.

Corporate Project Manager / Product Operations Intern – ZEBOX (CMA CGM) – Singapore (May 2024 – Sep 2024)

- Managed pilot deployments of AI digital-twin solutions, cutting onboarding time by 30 %.
- Coordinated engineers, data scientists & customer success to align product roadmap with client KPIs.
- Automated startup-scouting workflow, improving speed 10× and data quality.
- Influenced $500 k investment in LLM-powered tools via data-backed optimisation plans.

Program Analyst / Full-Stack Developer – University of British Columbia – Vancouver, CA (Jan 2020 – Aug 2023)

- Delivered integrated food-finance-housing platform (PHP/JavaScript(JQuery/React)/Oracle) for 72 k users, boosting university efficiency.
- Designed voice-enabled service portal prototype, validating conversational flows with 100+ test cases.
- Built data dashboards (PL/SQL, SSRS) enabling real-time decision-making by leadership.

Education

M.Sc. Engineering Design & Innovation, National University of Singapore, 2025
B.Sc. Mathematical Science, University of British Columbia, 2021

Certifications

Fundamentals Certified • Google Project Management • Google Data Analytics • Bloomberg Market Concepts

Keywords

Product Deployment, LLM, NLP, Conversational AI, Voicebot, Chatbot, Fine-Tuning, SaaS, Agile, Scrum, Stakeholder Management, Cross-Functional Coordination, Data-Driven Decisions, Python, SQL, Performance Monitoring, Requirements Gathering, Project Management, AI Operations, Process Improvement, Quality Assurance, Documentation, Training, Customer Engagement, Full-Stack Development