Lyman Wong
lymanwong@gmail.com | [LinkedIn](#) | [Github](#) | [Website](#)

Professional Summary

Highly motivated and technically savvy Project Manager with over 4 years of experience in consumer-facing software development processes. Proven expertise in diagnosing and triaging software issues, identifying trends, and managing large-scale internal and external feedback. Adept at balancing multiple priorities in fast-paced environments while maintaining excellent verbal and written communication skills. Passionate about improving frameworks and delivering high-quality features and improvements to developers and users.

Professional Experience

Backbone *Project Manager* (Full-time, 40 hrs/week) October 2023 - October 2024 Remote

- Boosted Trustpilot rating by 109% in six months, enhancing public perception and increasing customer satisfaction.
- Identified critical trends contributing to millions in lost revenue by analyzing data, driving strategic adjustments, and mitigating financial impact.
- Reduced median resolution time by 10% and increased CSAT by 8%, driving measurable improvements in customer experience and operational efficiency.
- Improved Mavenoid satisfaction rating to 85% and deflection rate to 82% by streamlining customer workflows and optimizing self-service tools.
- Created and delivered weekly departmental metrics reports to stakeholders, providing actionable insights to inform strategic decisions.
- Consistently excelled in Zendesk performance metrics, demonstrating exceptional support and operational management.

Trust & Safety Foundation *Volunteer Project Manager* (Part-time) August 2023 - October 2023 Remote

- Implemented SEO strategies, driving a 126% increase in website traffic and 245% in page views within one week.
- Collaborated on WordPress UI/UX enhancements, improving navigation and user experience.
- Integrated Google Analytics and Search Console, enabling data-driven decision-making.

Scalable Press *Associate Product Manager* February 2022 - September 2022 Remote

- Managed Jira sprint board and project backlogs, authoring user stories for future features.
- Led daily stand-ups, sprint planning sessions, product demos, and retrospectives, fostering effective team communication and collaboration.
- Developed proof-of-concept order status web app using Node and Scalable Press API, collaborating with engineering for the final version.
- Conducted seller meetings to identify pain points and build relationships, demonstrating empathy and interpersonal skills.
- Managed Fuel's social channels and site content, showcasing multitasking abilities and digital marketing expertise.

Scalable Press *Customer Service and Community Manager* April 2020 - February 2022 Remote

- Achieved over 90% monthly CSAT score for email and chat support.
- Improved Fuel's Shopify app rating from 3.2 to 4.9 stars for Scalable Press' top product.
- Established and led Fuel's remote customer service team of 6, implementing processes, tools, and metric goals.

- Managed all customer service escalations in Zendesk, demonstrating conflict resolution and adaptability under pressure.

Hack Computer *Community Program Manager* April 2019 - April 2020 San Francisco, CA

- Created videos highlighting kids using the product and positive parent feedback, driving increased software sales.
- Led and coordinated the first in-person community event for Cafe World, celebrating the game's 1st anniversary with passionate player attendance.
- Managed and created social media content, increasing social media reach, likes, and follows by over 20%.

Zynga *Community Program Manager* January 2013 - June 2013 San Francisco, CA

- Led the successful market launch of a new mobile game, overseeing all aspects of the release process.
- Developed and executed a comprehensive Go-To-Market (GTM) strategy with Marketing.
- Increased user engagement by 20% through social media management.
- Improved response times and issue resolution with efficient reporting.
- Delivered weekly metrics and insights to executives.

Community Specialist August 2012 - January 2013 San Francisco, CA

- Designed in-game features, each generating over $100,000 in revenue.
- Increased user engagement with in-game announcements and social media content.
- Co-organized the first-anniversary meetup, strengthening community ties.

Game Lead July 2010 - July 2012 San Francisco, CA

- Oversaw customer support for the company's second-largest game (4M DAU).
- Led and mentored a team of 12 remote lead agents for a 24/7 call center.
- Improved internal processes, enhancing efficiency and stakeholder support.

Education

San Francisco State University Bachelor of Arts (B.A.), Biology

Dev Bootcamp Full Stack Web Development

Treehouse Product Management Basics, Introduction to Project Management, Beginning Data Analysis

Skills

- Familiarity with consumer-facing software development processes
- Passion for diagnosing and triaging software issues
- Aptitude for identifying trends and anticipating emerging problems
- Ability to manage and multi-task with a large scale of internal and external feedback
- Experience with bug-tracking systems (JIRA, Bugzilla, and Asana)
- Proficient in interpreting and synthesizing detailed written information
- Adept at balancing multiple priorities in fast-paced environments
- Excellent verbal and written communication skills
- Proficiency in Javascript (preferred qualifications)