JIAHUI MILLIE HE
PRODUCT MANAGER

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SKILLS

JIRA, Confluence, Sketch, Invision, Balsamiq, Adobe XD, JavaScript, React, Redux, HTML, CSS, Ruby on Rails, SQL, Mongoose, MongoDB, Node.js, Express.js, SQLite3, PostgreSQL, Webpack, jQuery, Git, Heroku, D3.js, Google MAP API, AWS S3, JSON

WORK EXPERIENCE

MARSH & MCLENNAN, VICE PRESIDENT, PRODUCT DEVELOPMENT   Jul 2017 - Apr 2020
- Launched multiple insure-tech / e-commerce products and prototypes from 0 to 1, including: InsureMyTesla in [Netherlands](#), [Germany](#), and [Hong Kong](#) (67k+ users), [Samsung](#) extended warranty program, [Mercer Marsh Benefits](#) platform, Booking.com global claim management portal.
- Translated business strategies and analysis into products vision and roadmap, prioritized features based on ROI.
- Designed prototypes and user journeys to ensure optimal user experience cross-device / browser.
- Drove hands-on implementations with 15+ front and backend engineers, dev-ops, designers, legal/compliance, marketing.
- Integrated with third party vendors and utilizing RESTful API services to optimize user experience and cost of building.
- Orchestrated end-to-end user acceptance testing with internal/vendor teams for 20+ MVP releases.
- Continuously improved traffic by 15% and conversion rate by 23% through Google Analytics, A/B testing, SEO/SEM campaign efforts, JIRA backlog management.

TEFEN MANAGEMENT CONSULTING, SENIOR CONSULTANT, STRATEGY & OPERATION   Jun 2014 – Jul 2017
- Led project teams (2-10) to deliver 15+ projects in over 10 countries.
- Organized voice of customer studies with 900+ participants across 6 product groups to establish NPS baseline.
- Facilitated US market entry of an industrial supply wholesaler, yielding $1M+ sales.
- Improved speed-to-market by 131%, cost of operation by 17% through process improvement for a robot manufacturer.
- Constructed benchmark database and data visualization with 80+ labs to measure operational performance.

BBC, ANALYST, RETAIL STRATEGY   Sep 2013 – Dec 2013
- Built a relational database with 100M+ sales data points from financial portals of retail partners (e.g. Amazon, Walmart) to automate weekly / monthly financial reports and to enable more accurate sales forecasting.
- Developed retail strategy for online and offline channels, including pricing recommendations for new releases.

PROGRAMMING EXPERIENCE

WEDIOBYM   [live](#) | [github](#)
YouTube-inspired web app where users can upload videos, search for content, post comments, and like / dislike videos.
- Reduced server load and allowed applications to scale gracefully by storing video uploads in the cloud with AWS S3.
- Improved database efficiency by 30% through implementing polymorphic associations for multiple tables.

COFFEEBYM   [live](#) | [github](#)
Interactive data visualization website for coffee related data.
- Created animated bar race chart, scatter plot chart, tree map with D3.js library to visualize large datasets.
- Optimized user experience by deploying custom domains for GitHub pages and Heroku applications.

LEETWAGER   [live](#) | [github](#)
Web application where users can create / view / make bets based on real time odds, chat, search, and customize leaderboards.
- Spearheaded a mobile-first design leveraging Flexbox, CSS Grid layout system, and React Select Library.
- Effectively implemented component lifecycle architectures for 5+ react components (e.g. forms, events, presentational).

EDUCATION

APP ACADEMY, Full-stack Software Engineering
NEW YORK UNIVERSITY, M.S., Marketing
FUDAN UNIVERSITY, B.A., Foreign Language, People's scholarship
EWHA WOMANS UNIVERSITY, Exchange, Dean's scholarship

CERTIFICATES

CSPO (Certified Scrum Product Owner)
PMP (Project Management Professional)
LEAN Six Sigma Black Belt
GAIQ (Google Analytics Individual Qualification)