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PROFESSIONAL SUMMARY

2020-now

Amazon Global Logistics (AGL)

WA, USA

Senior Product Manager, Technical

Customer Insights, UI Development, and Continuous Improvement:

Accountable for developing the front-end user interface using customer feedback and continuous improvement to provide World-class Cross boarder shipping experience to Amazon Sellers:

- Seller Segmentation: led customer segmentation research through mass survey and interviews, and collected data from S3 Buckets of AGL's CRM System and analyze the data to get useful insights & make informed decisions about new/existing Sellers. Utilizing traditional unsupervised machine learning and custom clustering algorithm to determine the 2021 product prioritization and investment decisions across AGL;
- Launched UI landing page that contained interactive widgets to help customer use and navigate AGL services: such as "view rates", "step by step onboarding", "track my shipment", "my promotion", "Get Help"
- Setup and Managed AGL's 1st (CI) Continuous Improvement mechanism in Q4.2020 to continuously collect customer VOC and make product improvements accordingly throughout 2021. CI consistently delivered more than 5 high Seller impact features per quarter (in various product areas including pricing, quoting, communication, and SLA).
- Built and scaled up AGL's 1st Pop-up survey system on UI to measure Seller satisfaction and examine actionable insights to further improve our UI. Since launch, our satisfaction score increased from 4 to 4.7/5 within one year.
- Integrated a FAQ Bot on top of our dashboard and landing pages for customer representative department to generate qualified leads, and answer most asked questions from customers.

Financial Automation, Billing, and Payment:

Led key automation programs for business scaling, tech systems streamline, and manual effort elimination:

- Financial/Payment/Accounting Automation: Automate 99.8% of worldwide revenue, and 62% of worldwide spend from charge generation, to auto invoicing, audit and payment, and accounting; utilize data science and machine learning to predict unplanned charges on shipping cost and automate the internal approval/payment process with accuracy of 65%.
- Transparent Billing automation: developed and launched System generation for Invoices (Debit notes) for AGL Sellers in 2023. Saving operators from sending 3000 debit notes via emails, eliminating compliance risks due to human errors, and providing scalability for AGL's adoption growth. Seller will also be able to approve and dispute debit note via online UI - feature to be launched in Q1/2024.
- Payment Portal Improvement: AGL Sellers pay AGL via bankwire transfer/AGL credit/and FBA Seller central disbursement account. The payment portal is the UI to manage Seller's available credit and owing balances. I own the payment portal product and I launched 2 features launched in 2023: 1) configurable past due dates and payment collection days so that Sellers with different payment terms can be managed accordingly. 2) cash to credit, so that if a Seller doesn't have enough credit limit to make more purchase, they can deposit cash into bank account to boost up their credit limit to place orders.
- Credit loan approval automation: designing a credit approval engine with a scoring module to give tailored credit offerings to more Sellers while reducing AGL's financial loss. The model deployment also reduces credit application approval timeline from 30 days to 4 days or even seconds

2016-20

General Manager Program

Fluke, a Fortive company

WA, USA

(2019.1- 2020.7) Fortive Corporate Business System Leader and Technical Program Manager

- Led a team of 3 (1 project manager, 2 project coordinators), owning new product development (~5 products/year) w/ ~15 engineers from definition to launching, meeting market needs. \$50M/year revenue with 75% gross margin.
- Lead architectural system design discussions involving web-based apps, mobile apps, PC software, device firmware, and hardware teams. Translate continuous evolving marketing and technical requirements and practice agile product development and SCRUM to bring product to launch quickly and iteratively.
- Facilitated cross functional workshops within Fluke Networks as the designated FBS leader, utilizing Fortive Business System (FBS) to synchronize process efficiency across the organization.
- Lead Inclusion and Community Pillar as the I&C pillar leader at Fortive/Fluke Women ERG. Organized several events including International Women's day, Diwali celebration, Chinese New Year celebration, across the organization.

Gilbarco Veeder Root, a Fortive company

NC, USA

(2017.8- 2018.12) Manager, Product (Tech) Management – SaaS Remote Management for Gas Stations

- Led a team of 3(1 Business analyst, 1 Product owner, 1 system engineer) Designed and owned a 3-5 years technology

roadmap for a North American focused SaaS product

- Developed SaaS platform from definition to launching, with a team of 20+ software engineers, data scientists, marketing managers, and operation/service leaders, allowing remote management capability for C-Store dispensers/POS, from prototyping, requirement grooming, dev, service/operation planning, QA, to commercialization

(2016.3-2017.7) Global Product Manager – Gas dispenser and payment Hardware

- Led a team of 4 customer service and marketing specialists, on order processing, and marketing communication.
- Designed and deployed global pricing architecture using competitive and margin analysis, covering EMEA APAC, LATAM, and NA; built automation apps to allow smart pricing for customer service team, saving 80%+ of team efficiency.
- Funneled North America revenue of \$50M from 125+ existing distributors/customers,
- Doubled global revenue within one year to \$20M. Generated competitive analysis and worked directly with regional commercial leaders to offer compelling product offerings to Middle East, Asia, and Latin America.
- Developed product roadmap balancing resources and revenue, brought 2 innovative products to commercialization

2015 **Plan Padrino Emerging Market Initiative / Universidad de Bogota** **Bogota, Colombia**
Strategy Consultant Internship (IT and Non-profit)

- Designed and presented strategy plan for Delta IT to enter Panama, resulting in 20% savings via bitcoin investment
- Invented products for Fruandes – a local organic fruit processing company with social initiative to improve living standard for Bottom of the Pyramid community – in an effort to help low income family obtaining healthy food.

2015 **GOWell International** **USA/Mexico/China**
Oil & Gas equipment manufacturing company with 300 employees in 9 offices worldwide. US\$45mn Revenue
Global Business Development and Head of Marketing

- Led a team of 4, reported directly to VP of Sales & Business Development, managed annual Global Sales forecast and budget forecast for Marketing and Operations across 9 offices worldwide
- Led global marketing team of 4 to produce a US\$100k budget trade show booth for the 2014 Offshore Technology Conference in Houston; Organized 8 other Oil & Gas annual trade shows in 5 continents
- Setup Mexico office with a global team within 5 months. Responsible for locating office, registering legal entity, interviewing and hiring 5 local employees
- Closed US\$100k deal contract as Head of Sales during 2014 Ecuador Oil & Gas trade show. Represented GOWell as sales representative on 8 other annual tradeshow in Middle East, Asia, NA, and Latin America

2013 **Tiandi Energy** **USA/Mexico/China**
Oil & Gas data, project company 200 scientists/engineer.
Director of Operations

- Supervised 55 scientists/engineers among 8-10 parallel projects; Enforced Quality Control process
- Conducted training program for 40 new graduates, recruited 10 junior level engineers into my division
- Maintained US\$2M monthly revenue through commuting between Beijing, Houston, and Villahermosa

2011-13 **Schlumberger Oil & Gas service company, 126k employees worldwide** **USA/Canada**
Senior Field Engineer / Site Manager - Drilling & Measurement

- Managed a team of 4 on oil rig site to conduct real-time drilling projects on 50+ drilling rigs.
- Designated as one of three senior nuclear source handling engineers in the North East US regional office.

2009-10 **CYPE Ingenieros, Building design software company, 50 employees, US\$15mn annual revenue** **Alicante, Spain**
Software Engineer (Java, and Python)

EDUCATION

2022-9 [Nucamp](#) Software Engineering Bootcamp – Backend, SQL, and DevOps with Python **Remote/USA**

2022-3 [MIT Applied Data Science](#) Professional Certificate – PGP in DSBA/ADSP (Grade: Excellent) **Remote/USA**
Business Statistics | Supervised Learning | Unsupervised Learning | Data Visualization | Time Series Forecasting

2015 **INSEAD MBA Class of December 2015** **France/Singapore**
Vice President, INSEAD Energy Club; Vice President, INSEAD Real Estate Club

Kellogg Northwestern University MBA – Summer Exchange **Chicago, IL**

2006 -11 **University of Toronto** Bachelor of Engineering Science. (Electrical / Energy Systems) **Canada**

2009–10 **Universidad de Alicante** Diplomas in Spanish Language and Culture **Spain**

2008 **Universidad de Guadalajara (Summer Exchange)** Spanish and Mexican Culture **Mexico**

LANGUAGES Mandarin (Native), English (Native), Spanish (Fluent)