

## ABOUT ME

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I am a Product Manager with a strong foundation in AI, cloud technologies, and data-driven decision-making. My experience spans stakeholder management, product lifecycle ownership, and cross-functional team collaboration. With prior experience at SEA Group and MSD, I have delivered high-impact features, optimized workflows, and aligned product outcomes with business metrics. I am passionate about driving user engagement, improving conversion, and building scalable solutions at the intersection of tech, business and user needs.

## SKILLS & HOBBIES

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- **Languages:** English (Native); Chinese (Mandarin, Mother Tongue); Japanese (Beginner)
- **Product and Project Management:** Agile and Scrum methodologies, Lean Product Development, Product Roadmapping, PRD/DRD writing, Stakeholder Management, User Journey Mapping, User Research, Product Experiments, Cross-functional Collaboration, Kanban Board, SWOT analysis, OKR framework, Power-interest Matrix.
- **Data & Analytics:** Looker Studio, Google Analytics 4, Power BI, SQL, noSQL, Python (pandas, scikit-learn), Dashboarding, Data Visualisation.
- **Cloud & Software Engineering:** C, C++, Python, ReactJS, Java, Bash scripts, **AWS Solutions Architect Associate** (Lambda, S3, DynamoDB, Athena etc.), Terraform, CI/CD (GitHub Actions), REST APIs
- **AI & Machine Learning:** Multi-agent systems, Agents, GenAI, LLMs, BERT, Model Finetuning, Transformers, TensorFlow, PyTorch, NLP, Model Deployment
- **Tools & Platforms:** Postman, Jira, Confluence, Figma, Git, Trello, Microsoft Office Suite, Affinity Suite, Canva, Jupyter Notebook.
- **License:** Class 3 Driving License
- **Hobbies:** Electric Guitar, Traveling, Video Games, Photography, Cycling

## WORK EXPERIENCE

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### AI Product Manager (ETR Program) – Merck, Sharp & Dohme Jan 2025 - Present

- Drove enhancements and roadmap delivery for a mature chat assistant product, enhancing capabilities with AI Agents to enable **low code workflow automation and boost adoption rates by 40%**.
- Built a Proof-of-Concept natural language interface that **enabled both business users and developers to configure custom AI assistants without coding**, reducing setup time from hours to minutes and broadening adoption across teams.
- Supported the enhancements of an in-house machine translation tool by **reviewing user feedback to improve** translation accuracy and formatting across 7 languages, aligning with enterprise governance requirements.
- Collaborated with business to understand needs and developed an OpenAI Agent-based **Demand Management Agent** integrated with Jira and Confluence, saving **hundreds of man hours weekly** and streamlining enterprise workflows, **saving millions of dollars annually**.
- Managed a squad of UX and engineers to deliver a **L&D mobile application for HR** in 11 languages to run global upskilling labs within management teams with product metrics to monitor and drive user engagement.

### Founder - Pragmatic Studios Jul 2024 - Present

- **Spearheaded product development for Animake**, a SaaS-style marketplace platform for creators, overseeing product strategy, roadmap and technical execution from **ideation to MVP**.
- Conducted market research and developed the business model to align with strategic growth objectives.
- Led a team through the initial development phase, building a tech stack, **managing product roadmap and deliverables using agile**, and managing stakeholders for potential partnerships.

### SeaTalk Product Management Intern - SEA Group Ltd Jan 2023 - Jul 2023

- Drove feature enhancements for the **SeaTalk** platform, SDK and open platform infrastructure through bilingual PRDs, data-driven insights, and cross-team coordination, directly improving developer experience and product scalability.
- Presented insights on production statistics to Product team to improve feature development by leveraging on data derived insights.
- Supported product operations by handling bug tickets and feedback requests from users and resolved issues within SLA of 48 hours.
- Built a Python script to sync user feedback from Jira to Trello Kanban board using REST APIs.

## Cloud Finops Engineer (ETR Program) – Merck, Sharp & Dohme

Jul 2024 – Jan 2025

- Built a Google Analytics 4 dashboard in Looker Studio to monitor eStatement product user behaviour and presenting insights to the team, improving product design and user experience.
- Conducted UAT on eStatement product, testing for different usage limits to ensure cost efficiency and compliance with cloud usage policies.
- Automated data extraction from Cloudability and Athena using AWS Lambda (Python), storing cost reports in DynamoDB and S3 for real-time FinOps analysis.
- Developed a Python Lambda function to identify cost savings opportunities across cloud services by analyzing usage data, automating insights into over-provisioned resources, and suggesting optimizations using Cloudability.

## EDUCATION

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### Nanyang Technological University (NTU), *Singapore* School of Computer Science and Engineering

Aug 2020 – Jul 2024

- Bachelor of Engineering (Computer Science)
- Honours (Merit)
- NTU President Research Scholar (2023)
- Specialization: **Data Science and Artificial Intelligence**
- Relevant Modules: (1) *Machine Learning* (2) *Big Data Management* (3) *Data Analytics & Mining* (4) *Neural Network & Deep Learning* (5) *Natural Language Processing* (6) *Advanced Software Engineering* (7) *Software Engineering* (8) *Artificial Intelligence* (9) *Design and Systems Thinking*

## ACADEMIC PROJECTS

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### NTU-SCSE Final Year Project: **AI Classifier to detect ChatGPT generated text**

May 2023 – May 2024

- Built an AI classifier to detect ChatGPT generated text from human generated text; aimed to identify textual features that are unique to ChatGPT and other Large Language Models.
- Research on current landscape of ChatGPT, LLMs and Generative AI. (GPT)
- Utilized **Python** to write a script to generate data from ChatGPT and other LLMs using prompt engineering.
- Collected and pre-processed student reports from pdf format to textual data for training.
- Built a BERT-based classifier to differentiate text generated by LLMs vs humans.

## ACHIEVEMENTS AND CERTIFICATIONS

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| • <b>AWS Solutions Architect Associate, AWS</b>   | 2025 |
| • <b>President Research Scholar, NTU</b>  | 2023 |
| • <b>NTU CAO X AI4Impact Chatbot for Mental Health Hackathon</b> (Certificate of Participation) | 2022 |
| • <b>CGS-CIMB Investment Challenge</b> (Certificate of Participation)                           | 2022 |
| • <b>Participant, SUTD 15K Competition</b> (Certificate of Participation)                       | 2021 |
| • <b>SHRI HR Hackathon</b> (Certificate of Participation)                                       | 2021 |

## LEADERSHIP & CO-CURRICULAR ACTIVITIES

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### Fellowship of Evangelical Students, **Investment Committee Member**

Jun 2024 – Present

- Founding member of committee in charge of investment funds.
- Participated in discussions regarding investment of organization funds, including selection of investing instruments and proportions of said instruments.
- Periodic execution of trades using investing platforms.

### NTU Faith-based Fellowship Club, **41<sup>st</sup> Vice President**

May 2023 – Sep 2024

- Assisted President with overall management of club, implementing new platforms (i.e. Subcommittees) for better engagement with ~180 members across 3 language sections.
- Represent club to hold regular external visits and networking sessions with 24 external Fellowship clubs.
- Restructured fellowship program, doubling membership retention rate from 30% to 60% and growing membership from 120 to ~180.
- Revamped constitution to align with Registry of Societies and Student Affairs Office requirements.

### Fellowship of Evangelical Students, **Board Member**

Aug 2022 – Jun 2024

- Supported setting up of a million-dollar scale Legacy Fund to fund further studies for 28 staff.
- Revamped constitution to align with Registry of Societies requirements.
- Represented FES internationally as part of 164 global movements at General Committee meetings.
- Built relationships with over 24 Campus Fellowships and 28 staff workers.