

# Yu-Ting Tseng

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## Professional Experience

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### Knowledge Management Intern | FYihealth Group

January, 2025 - April, 2025

- Conducted user interviews and analyzed user analytics to develop data-driven recommendations for improving the information architecture and user experience of an intranet serving over 2000 users.
- Supported the knowledge management initiatives by developing a departmental section on the intranet and delivering training to stakeholders, facilitating knowledge sharing and process adherence.
- Migrated documents to digital platforms (IT ticket system, intranet) to enhance information accessibility and employee self-serve processes, and created a taxonomy sample for future departmental reference.
- Performed content analysis and content audits to streamline information and optimize intranet searchability, contributing to continuous process improvement and knowledge management.

### Sales Product Manager | ASUS Computer International

March, 2021 - July, 2023

- Led the full product development and launch of the “ExpertBook” B2 laptop series with LTE and 5G technology, managing 6 projects in parallel and coordinating extensively with cross-functional teams to align complex configurations with strict compliance standards, ensuring project control and execution.
- Drafted comprehensive project documentation, including project plans, requirement specifications, change requests, issue logs, and lessons learned registers, ensuring clear alignment of project activities and deliverables through leading regular project meetings.
- Streamlined documentation processes and maintained clear, effective communication with sales and suppliers at various hierarchical levels to ensure smooth project execution and on-time launches.
- Resolved complex design and production issues by identifying, analyzing, and coordinating solutions across 7+ departments and 10+ core members. Through organized project meetings and diligent follow-up, mitigated risks and minimized negative impacts throughout the product lifecycle.
- Managed product forecasts and inventory, mitigated liabilities, and monitored product costs with procurement and manufacturing teams, demonstrating experience in project budget and cost control.
- Managed over 1000 product configurations, ensuring accurate product information and order placement, demonstrating meticulous attention to detail and strong organizational skills in complex data management.
- Ensured compliance with legal requirements and industry standards by tracking product testing results and updating product user manuals, committing to quality management and documentation accuracy.
- Maintained clear and professional written and verbal communication with global sales teams to identify tender opportunities and tailor solutions to meet customized requirements, demonstrating strong internal and external stakeholder engagement and reporting skills.
- Mentored junior product managers on internal workflows and product configuration using ERP and PLM systems, advising on management methods and contributing to continuous process improvement.

### Project Management Specialist | Elitegroup Computer Systems

November, 2017 - October, 2020

- Served as the key liaison for industry-leading clients (e.g., Lenovo), R&D, and manufacturing teams, leading project meetings to align on specifications, development status, testing, and delivery. Ensured strict requirements adherence and high client satisfaction by effectively coordinating issue resolution and managing timelines.
- Developed strong technical and non-technical stakeholder communication skills while analyzing and supporting the resolution of complex technical issues under tight timelines in a fast-paced environment.
- Collaborated with internal cross-functional teams to quickly mitigate issues during development, demonstrating proactive risk identification and management.

- Managed the full lifecycle of motherboard and desktop ODM (Original Design Manufacture) projects, from inception to post-launch, consistently meeting tight timelines and adapting to shifting client needs, showcasing expertise in schedule control and managing multiple priorities simultaneously under pressure.
- Presented product roadmaps to the EMEA Consumer Brand Product Director during client visits, demonstrating strong reporting and presentation skills.
- Conducted an internal workshop on “Introduction to Project Process Control” for a group of 20, facilitating knowledge sharing on management methods and the continuous improvement of processes.
- Mentored junior PMs on process control, product components, manufacturing, and account-specific workflows, demonstrating ability to guide partners and a deep understanding of operational procedures.
- Guided EMEA clients through manufacturing process audits in Shenzhen, China, identifying deviations and mitigating potential production risks to ensure adherence to specifications and quality standards.

## Education

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### MA, Information Studies (GPA: 3.92/4.0) | McGill University

2023 – 2025

- **Research Project:** *Investigating the Impact of Conversational Agent Personality on User Trust: A Course Registration System Case Study*
  - Conducted literature review, designed research methodologies, and performed interviews and data analysis, demonstrating comprehensive knowledge of user research techniques and practices
- **Project Manager**, McGill Design Consultancy / October 2023 – July 2024
  - Served as the main point of contact, communicating with clients to define project scope, schedule, and deliverables; led group meetings to deliver digital design services (e.g., website).
- **Facilitator**, McGill Educational Community Living Environment (ECOLE) / January 2024 – April 2025
  - Coordinated and managed community-focused events, including monthly book clubs and film screenings, demonstrating organizational, planning, and communication skills.
- Awarded the Margery Trenholme Fellowship Scholarship for incoming students, 2023-2024

### BA, English Language and Literature (GPA: 4.0/4.0) | Fu-Jen University

2012 – 2017

- **Minor in Fashion Marketing**
- **Exchange student**, *University of Scranton*, Pennsylvania, US
  - *International Student Senator*: represented international students to voice concerns and vote
- **President**, Student Association of English Department
  - Organized the first cross-campus English Week to promote language learning and cultural exchange
  - Coordinated and hosted a 3-day English camp for 100+ high school students

## Other Experience

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### Machine Learning Trainee | AI4Good (Organized by Mila - Quebec AI Institute)

May - June, 2025

- Collaborated in a team of six to identify real-world problems and developed functional prototypes, utilizing Generative AI modules (including LLMs, RAGs, VLMS), demonstrating application of AI tools.
- Presented the project and prototype to researchers and industry mentors at a demo event.

## Skills

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**Project Management:** Project Management Professional (PMP) certified, Process Control, Project Planning, Project Documentation, Stakeholder Engagement, Client Relationship Management, Schedule Control, Team Leadership, Change Management, PMBOK principles and processes (including Agile, Scrum, Waterfall, Hybrid), Kanban, User Experience Research

**Information Management:** Content Auditing, Content Governance, Knowledge Management, Information Architecture, Document Version Control

**Tools:** MS Office, SharePoint, Miro, Jira, MySQL, Figma (Prototyping), Tableau, Python, HTML, CSS

**Languages:** English (Fluent), French (Intermediate), Mandarin (Fluent)