

Ruth Khan

Senior Product Manager

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I excel at distilling key problems and leading teams to create innovative, user-centered solutions. As an Engineer turned Product Manager with strong interpersonal skills, I can articulate complex concepts clearly to collaborate effectively with stakeholder groups from C-Suite to Engineering.

Work Experience

Team Lead, Tech Products Team

Jan 2023 - Sep 2023

[Monetary Authority of Singapore](#) | Singapore

Promoted to establish and lead 7-man product management team overseeing end-to-end lifecycle for 9 application systems. Introduced methodologies for development of business case; qualitative and quantitative data collection for data-driven decision making; and principles to prioritize what to build.

- Improved engineering output by 50% by hiring dedicated test engineers to set up automated testing for each product team, and working with HR to source software engineering interns.
- Restructured existing product team in 3 months to begin delivering new functionality each 2-week sprint. Focused team on key business problems; decommissioned old product; and reorganized team.
- Mentored junior product manager responsible for legacy system. Set up weekly 1-on-1s to co-develop product strategy and plan to transit to agile delivery model

Deputy Director, Special Projects

Apr 2021 - Jan 2023

[Monetary Authority of Singapore](#) | Singapore

Product manager hired as team member #1 to deliver product vision. Conducted initial market analysis and user research to distil key problems and develop product strategy. Grew team to 11 members, personally leading UX research, project management, and product launch.

- Spearheaded regulatory submissions platform for 2,000 financial institutions and 500 supervisory officers. Onboarded 70% of eligible entities within 3 months of MVP launch, paving way for time savings of up to 5% headcount.
- Persuaded business departments to set up 30-member user panel. Ran twice weekly user interviews and tests to improve user understanding and support iterative, continuous improvements to product design.
- Collaborated cross-functionally with DevOps, IT Delivery, Procurement, and Organizational Development teams to implement organizational changes to support agile delivery processes. Pioneered streamlined processes for beta testing and launches.

Core Skills

Product Management: Product Strategy • Continuous Discovery • User Interviews • User Experience (UX) Research • Human-Centered Design • Process Re-Engineering • Data Storytelling • Data Analysis • Market Research • Competitive Analysis • Vendor Relations • Agile Delivery,

Technical Skills: Python • JavaScript • SQL • HTML • CSS • Hypothesis Testing • AWS • Tableau • Miro • Notion • Jira • Confluence • Trello • Slack

Education

University of Oxford

Jun 2005

Master of Engineering

Engineering Economics and Management

Languages

Chinese (*intermediate*)

English (*fluent*)

Head (Data Mgt), Data & Innovation

Jul 2020 - Apr 2021

[AXA Insurance](#) | Singapore

Directed 6-member team overseeing data governance and data quality. Led initiative to reduce complaints relating to data quality and privacy.

- Built tool to identify likely errors in customer data and worked through agent network to pre-emptively correct such errors while minimizing inconvenience to customers
- Implemented transformation plan to raise organizational data maturity

Data Science Manager

Oct 2018 - Jan 2020

[Accenture](#) | Singapore

Led local and remote teams to deliver >USD 200K data analytics and machine learning products.

- Built case linking tool for law enforcement agency that eliminated reliance on institutional memory. Developed new product from scratch within agreed timeline of 3 months.
- Developed manpower forecasting prototype for police to determine headcount to allocate to each field office. Obtained expressions of interest from 3 police departments internationally on partnerships to further develop prototype.
- Selected as 1 of only 2 finalists in data protection R&D competition with proposal to apply data privacy techniques on machine learning in processing sensitive personal data to encourage accurate reporting by mental health patients
- Cut engineers' data migration time by 50% by creating dashboards to facilitate error tracing.

Dy Dir, Data Governance & Architect

Dec 2016 - Sep 2018

[Monetary Authority of Singapore](#) | Singapore

Promoted to lead revisions in data policy due to expertise in financial confidentiality, data protection laws, and policy writing.

- Led USD 1.3M studies on data anonymization techniques and started inter-agency knowledge sharing community for privacy-preserving analytics.

Senior Policy Analyst

Aug 2011 - Nov 2016

[Monetary Authority of Singapore](#) | Singapore

Subject matter expert on banking secrecy, data protection, basic banking, and finance companies.

Various Positions

Aug 2005 - Aug 2011

[PUB the National Water Agency](#) | Singapore

- Promoted and successfully achieved USD 105M bid for development of water industry as a strategic initiative for Singapore
- Introduced and secured USD 0.9B funding from Cabinet for sustainable urban drainage program

Certificates

Software Development - Python & JavaScript

Nov 2023

Coding Dojo, Colorado Technical University

UX Master

Feb 2023

Nielsen Norman Group

PRINCE2 Project Management Methodology

Feb 2020

AXELOS Global Best Practice

ScrumMaster

Mar 2018

Scrum Alliance

Intern, Investment Banking

Jun 2004 - Dec 2004

[UBS](#) | *London, UK*

Prepared M&A pitch decks and critically analyzed results of department vis-a-vis other investment banks. Received offer for full-time position.

