

Chih Lo

New York, NY

-Email me on Indeed: <http://www.indeed.com/r/Chih-Lo/2c4a461fb4d61c10>

Work Experience

Product Operations Manager

TikTok

January 2020 to Present

Led global cross-functional support for music product features at TikTok, ensuring launch readiness for 20+ feature changes per month.

Developed and implemented a company-wide compliance review pipeline, resulting in consistent compliance across the organization.

Built communication channels and hosted regular updates with over a dozen cross-functional teams to facilitate collaboration and alignment.

Coordinated with the product marketing team to build and execute go-to-market plans, driving successful product launches that met business objectives.

Reviewed and resolved internal and external escalations and bug reports to maintain high-quality user experience.

Localization Manager

TikTok

March 2019 to December 2019

U.S. Lead of the company multilingual center, responsible for managing a team of translators and providing simultaneous interpreting services for cross-functional team meetings.

Led the implementation of an internal CAT Tool / localization platform and on-boarded over 10 translators to the platform.

Translated internal documents and materials while maintaining an output of at least 20k words per month, consistently achieving a satisfaction rate of over 98%.

Product Manager

Tencent

August 2016 to July 2017

Led cross-functional coordination between Rocket League developers and Tencent's local team, hosting regular syncs across multiple timezone.

Managed Rocket League's localization team, overseeing third-party translators and recruiters, and collaborating with internal QA to ensure timely completion of the project, resulting in a 95% satisfaction rate from both internal stakeholders and external users.

Led key projects, including redesigning the control scheme (controller to KB/M), monetization system overhaul (switching to a free-to-play model), designing a new player tutorial, and creating an official website.

Translated various technical documents, including game design, monetization system, and UI/UX design documents, and other project-related materials.

Education

University of Maryland

September 2013 to December 2015

B.A. in Psychology

Hunter College

September 2009 to May 2013

Skills

- Project Product
Planning Management
Localization Translation /
Management Interpreting
UI/UX A/B Testing
Kanban Trello
JIRA Asana
LANGUAGES
Chinese Chinese
(Mandarin) (Cantonese)
Native Professional
English Japanese
Native Conversational