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Objective

Bring best products to the market with high profit return

Summary

- 20+ years of Software development/PM experience (SaaS/Cloud, Robotics/Sensors/Control, Artificial Intelligent/Machine Intelligent, E-Commerce, Professional Service, Out-Sourcing, end-to-end System Integration WiFi/Wireless 3G/VOD/SCADA, etc.); Up-to-date technical knowledge such as Quantum Computing, Generative AI
- 15+ years of Consumer Electronics OEM/ODM/JDM HW (EE/ME/Certification/MFG) NPI PGM experience; Managing end-to-end NPI/NPD (PDP, EVT/DVT/PVT) product development from RFP/RFQ to Mass Production till EOL with continue ECR, FAI, Onsite review, DFX, FAI, FMEA/8D reports and other processes.
- 20 years of program management with experience in Waterfall/Gates, Critical Chain, Agile (Scrum/Kanban), TDD/SDLC methodologies, Scrum/Jira/Confluence/Slacks; Have experience in delivery products or services on time, cost, and objectives/goals.
- 15+ years APAC experience (Taiwan, China, etc)

PM Management Skills and Personality

- Manage the program/product/service end to end NPI (EVT/DVT/PVT) life cycle from RFI/Q, requirements to deployment per planned schedule & milestones/cost & budget; By adapting Agile (Scrum, Kanban) and Waterfall/Critical Chain methodologies from initial, planning, execution, validation to closure in SW and HW.
- Work with cross functional teams internal and external (SW Embedded/Cloud/SaaS, HW/EE/ME, QA/SQA, Certification/Regulatory, Operation, Logistic/RMA, Manufacture/ECR/EOL, Sale, Marketing, HR, Finance); Share global vision, communicate on and promote collaboration with cross-functional teams; Extensive experience in JDM/ODM/OEM w Asia
- Have the ability to negotiate contract, manage relationship; Pay attention to details, identify risk/waste/issues, and can manage expectation under pressure, and still plug-in
- Able to lead, set priority and take responsibility; Can fill the gap but not the bottleneck; Can execute w or without supervision but loyal; Know what to do and not to do; Can be hands on and behind the scene; Don't take or need credit
- Great organization skill and can resolve conflicts, issues and clean the mess; Able to manage dysfunctional teams with open, proactive, empowerment approach; able to listen, mentor, teach, and be a partner; honesty and loyal to teams; Able to support and understand young teams and executives.

Education

Master of Science in Computer Engineering, University of Southern California, USA
Bachelor of Science in Physics, F. J. U, Taiwan

Career Path (In Chronological Order)

Tarana Wireless. 10/2022 – 12/2023, JDM/NPI Program Manager (Contractor)

- Introducing and establishing new NPI/JDM programs/processes from Engineering Design, Development to Mass Production Manufacture w End to end NPI EVT/DVT/PVT processes internally and externally (Oversea JDM vendors)
- Managing the oversea factories on Eng/MFG. RFQ/schedule/cost review/negotiation

Miso Robotics. 11/2021 – 09/2022, Tech. Program Manager

- Managing Multiple Products Development in parallel w internal and external (4)
- Working very closely with Product Managers, HW (ME, Electronics, Electrical, Motors, Sensors-weight, thermal, range, pressure, etc), Software (FW/SW/Cloud/Third party interface), System, Supply Chain/Logistics, and contract manufacturers to deliver products from demonstrations / proof of concepts, EVT/DVT/PVT to production ready.
- Plan, monitor, track coordinate, integrate, and guide very young teams to achieve those goals in daily by utilizing Jira/Confluent/Slack/Google Apps/Microsoft Apps.

Quasar Science, 6/2020 – 11/2021, NPI Program Manager, (Contractor)

- Bring run away programs into manufacture-able and marketable products in weeks
- Create processes/schedules/milestones, set priorities, and manage the risks from NPI (EVT/DVT/PVT) to Mass Production
- Work with internal and external engineer teams, oversea/US, toward defined goals, including, but not limited to, PLM, EE (schematic/layout/sensor) ME, packaging/artwork, regulatory, SW, Manufacture/QA, Logistic/Purchasing, and Business Owners)
- Lead weekly meeting, provide status report, and track progress daily.

Riverbed/Xirrus Inc, 10/2012-9/2019, Sr. NPI/JDM/ODM Program Manager (OEM/ODM/JDM, Consumer Electronics)

- As Riverbed/ Xirrus Wireless Division Program Manager focuses on and manages all Wi-Fi AP/Switches Hardware programs from NPI to mass production, mitigate risks of ECR to EOL with China/Taiwan CM/ODM/JDM vendors.
- Involving and supporting product requirements (RFQ), contract negotiation (NRE, tooling, regulatory, unit costs), schedule/milestones/reporting, engineer design (EE, ME/tooling, packaging dev/validation, RF/Wi-Fi, antenna, SW embedded/Cloud, compliance teams), prototype builds (EVT/DVT/PVT) with approved build records, DFM, QA/QC/SQA, mass production delivery and build plans, operation/supply chain/logistic/shipment (3PL), ECR/issue tracking/processes improvement with 8D/CAP/D-PFMEA/DMAIC, and vendor relationship management;
- Managed and coordinated schedule based on milestones, and priorities; Resolved conflicts and escalate issues with solutions promptly but not a bottleneck; identify risk / waste and clean up the mess; monitoring progress and identify risks daily; Provided weekly report to executives; held weekly meeting with ODM
- Provide status report based on milestones and gates weekly; Hold meeting with ODM/JDM/CM weekly with internal and external engineers, QA/SQA, supply chain, PGM/account manager weekly; prepare and travel oversea to support tooling FAI and engineering builds till MP.
- Manage, collaborate, and support tasks including hardware design (PCB, layout, schematic) and engineering builds (EVT/DVT/PVT); wireless radio design and evaluation (antenna pattern, sensitivity); thermal/EMI testing; mechanical (T0, T1, T2, T3, DFM reviews); software (embedded/Cloud); QA/QC/SQA; internal and external beta; regulatory/compliance (FCC/UL, CE/EU, RoHS, and others countries); manufacture processes inspection and improvement (FMEA); mitigate ECR risk; tracking issues with 8D/CAP; testing equipment setup in production/manufacture environment; packaging (labeling, document, single and multiple packaging); production build plans; logistics and procurement/supply chain; shipment (3PL) and RMA.

JigoCity/Ecommerce (China/US), 1/2011-5/2012, Director of Engineering/Program Management (Contractor)

- Managed product development and service execution between China and US to support social networking ecommerce, online order to offline execution in China, Hong Kong, Singapore, Taiwan, Australia, Malaysia;
- Product definition; liaison, engineering and operation (24x7); Web/Mobile Website development, API library definition; backend data warehouse support, performance monitoring, social networking integration, and new countries launch and support management with cross functional team in different geo-locations;
- Social networking O2O E-commerce Web/Mobile site deployment and operation support; Restful API implementation and deployment on Amazon EC2 through CNC partnership. Integration Google analytic/Ecommerce, KISSmetrics and other tracking infrastructure for business performance and customer interaction monitoring.
- Managed both US and China engineering teams/QA/operations as one with PHP/CakePHP, MongoDB, JQuery, Android as technology foundation, etc.
- Daily Scrum Sprint (2 weeks' sprints) and Product Owner responsibility.

Concordware International/China Offshore Software Development (China/US), 5/2009 – 10/2010, Director of Development and Operation (Contractor)

- Managed China SW/HW outsourcing/offshore partners (WistronITS/Acer, Wistron), operation (resources planning, operation and program management, conflicts and relationship management and business development)
- Defined governance establishment, program prioritization, business strategy and set direction with priority; managed current programs progress; prepare business proposal, program scope, and interface with client (i.e., Invensys Operation Management)
- Developed China Market (acting as business development, marketing and sales); Interface and support with client's China Channel Managers, Distributors, SI and Clients.
- Proposed and defined operation management system or service such as Cloud computing, smart grids-power/energy management system from smart meters, management system, and field device.
- Transfer and extend outsourcing business model to be ISV, SI, and service models to support and as part of clients Ecosystem
- Define operation and execution plans; proactive manage risk, cost, and progress with head counts over 80+, with 1:1 software/QA (test) ratios and QC analysis
- HMI/SCADA/IoT-Cloud, GIS Integration, Historian/DB, MES, Smart-Grid/Smart Energy, Cloud Computing/Azure (Architect), Control/Measurement, .NET platform (WPF/Silverlight, WCF, TDD, automated test and MSQL)
- Daily Scrum Sprint (Product Owner) and TDD Agile experience with Client

Asoka USA (US/China), 8/2007 – 8/2008, Sr. Program/Product/Project Manager (75% Operation and Support, 15% Customers, 10% Technical)

- Built new products (Based Powerline network technologies, modem/router/smart monitor with data aggregation services, smart-meter) from requirements, specification, design, built, certifications, PMC, manufacturing, QA/QC, packaging, delivering, and customer support with satisfaction. (Including H.W, S.W, packaging/artwork dev for retail, mechanical, housing, BOM, shipping, UL/CE/FCC/VDE/CB certification and licenses, RMA, post launch, offshore EMS/CM/vendors, and others) – China/US
- Led NPI/PRP meetings and managing over 20 products development and operational management
- Managing customer facing (Motorola, Bell Canada, and others) -US/Worldwide as inbound and outbound OEM/ODM manager with cross functional teams in different geo-locations up to 60+
- Managing vendors facing such as contract manufactures, and ODM/OEM vendors - China/US
- Establish and re-define engineering processes and procedures (In both hardware, software, mechanical, QA/QC/NPI, RMA, shipping, certification, and others) – China/US

- Schedule management, resource planning, risk and issues, management, and daily operations and supports; Weekly Scrum and PRP product development processes

Boingo Wireless, 11/2006 - 3/2007, Director of Engineering (40% Managerial, 60% Technical)

- Stabilizing, build, balance, and refocus teams
- Implement, enhancement, operate, maintain, and support WISP authentication, authorization and account system (Radius)
- Interface and synchronize with backend billing system (account management, usage accounting, status synchronization)
- Devices (dual mode handsets – Brew/Symbian/Linux/PPC WM5 or other Wireless VOIP devices - Skype) configuration and management
- Implement, enhancement, operate, maintain, and support real-time access location, software model, pricing, login scripts, and other tokens update subsystems
- Performance, scalability, security, archiving, and processes measurement, monitor, and implementation base on business and operation requirements.
- Support existing Wi-Fi clients (Windows, Mac, Unix, Nintendo, others)
- Wi-Fi partners network access point, Radius, and billing integration (Current over 60000 hotspots around the world)
- Multi-language sites building and maintenance (including sign on, client downloads, and Cooperation web sites.)
- Agile XP development

Infospace Mobile Division, 7 - 11/2006, Production and Development Manager (40% Managerial, 30% Business and Operation Support, 30% Technical Hands-On)

- Retain, hire, build, balance, and refocus with prioritizing of a low morale, high turn-over rate (over 40%) team (10 – 12) under tremendous production issues (bugs, performance issues, migration, new product extensions, process and business flow streamline, and more).
- Maintain existing platform product offerings (content, catalog, delivery and fulfillment, billing, customer services, and others) to support Cingular, T-Mobile (US and UK), Verizon, Virgin UK, Motricity, Fuse, and other storefront businesses (As White Label)
- Support and fulfill internal customers' requirements (Reporting, data warehouse and business intelligent, new product initiative, etc)
- Sustain half million transactions a day to increase company business bottom line.
- Create new interfaces (content download path, content creation path, catalog push path, billing path) to external operators and aggregators (mBlox, Qpass, M-Qube, M365, etc)
- Provide design (architecture) and trouble-shooting guidance to team members; system (application) support storefront and handset application groups; review and improve new product offerings design and requirements; Support QA environment building and testing cases; Review codes and general build processes; Provide a training ground to new hires from architect, UK and other teams.
- Agile XP development

Telemac (US/China), 8/2004 -6/2006, Sr. Tech/Business Development Manager (40% Hands-On, 60% Managerial)

- Built China remote office from ground up; hired and managing China local staffs; client, offshore vendors, and partnership management; Managing staffs (developers, QA, operation) in 4 geographic locations. Sales and marketing support and presentation
- Experience in interface with wireless operators, handset vendors/ODM/platform vendors, SIM card vendors, wireless platform vendors, and BOSS vendors.
- Managed product and program development (MVNO, Pre-paid/rate plan, BOSS/billing systems, SIM card payment apps) in US, UK and China - Real-time wireless billing system on the edge of wireless

networks (GSM/CDMA) that interfaces with SMSC, finance services, manufactures, Wireless operator systems (i.e., CS, accounting system, etc), and others.

- The system consists of application embedded in GSM/CDMA handset / SIM module with J2EE/JMS distributed back office systems support
- Managing and hiring developers/QA/CM local and remote (in UK, China, Atlanta, and L. A/USA.)
- Managing and coordinate product development and deployment teams; also managing clients, manufacturers' (cell phone, platform ODM, and SIM) and partners' relationships (i.e., China Unicom, AsianInfo, Amdocs/Nextel, Qualcomm).
- Support business development, demonstration, tracking projects, sale, and marketing activities.
- Java – JBoss, JMS/SonicMQ, Hibernate/DB, jBPM, Struts, Java Card, SIM Toolkit SDK, Handset OS environment, and Standard 3GPP development environment.
- Agile XP/RUP development processes and loosely Scrum project management with China/UK teams

Fiserv – Chase Credit System, Program Manager (80% Process & Managerial, 20% Technical)

Frontera, Director of Engineering (50% Hands-On, 50% Managerial)

Americast, Technical Project Manager (50% Hands-On, 50% Managerial)

UCLA Computer Science Dept., Analysis

Hughes (Aircraft) Research Lab, Artificial Intelligent Lab/Autonomous Robotics., MTS2

Symbolics Inc., Member of Technical Staff

Protocol Computer Inc., Firmware/Embedded System Engineer