Sam C. Yang

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Objective
Bring best products to the market with high profit return

Summary
- 15+ years of Consumer Electronics CM/OEM/ODM/JDM end-to-end NPI/Tech PM experience; Managing end-to-end NPI/NPD (EVT/DVT/PVT) product development from concept to Mass Production with ECR to Shipment/RMA/EOL; Partnership with oversea manufacturers in APAC (i.e., Taiwan/China); Experience and knowledge of DFx, DFMEA/8D reports, processes improvement, etc
- 20+ years of Software development/PM experience (SaaS/Cloud, Artificial Intelligent/Machine Intelligent (Gen AI), Robotics/Sensors/Control, E-Commerce (revenue up to 25 Million/Per day), 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 (Github, https://github.com/samcyang/RAG-Learning)
- Working with cross functional teams internally and externally, including but not limited to, Product Manager, EE (Schematic, Layout, Silicon, Off-shelf, Silicon/FPGA, RF/Wireless); Mechanical (ID, Structure, Tooling Vendors, T1-Tx/FAI, Plastic, Sheet Metal/Stamping, Sand blasting, Extrusion etc.), 3-7 DOF Robot arm/fixture/convey; LED/Diode engineer, SW (ROS, FW, Cloud, Gen AI), Certification/Regulatory (FCC/UL/EU/RoHS, IP65-IP68, Erosion, ROHS), QA/SQA, Packaging (Drop testing/Box/Carton/Pallets, etc.), Operation, Logistic/Supply Chain/3PL, Shipment (ocean, air)/RMA, manual preparation, facture/assembly line/PE, sales, HR, process improvement engineers, finance/cost down, etc.
- Experience as Software developer/managers with direct reports; can still review and modify code logic (such as Python, Java, C#, No-SQL, Database/SQL, GraphDB.), Apache Frameworks, etc.
- 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.

PM Management Skills and Personality
- 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
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Career Path (In Chronological Order)

Tarana Wireless. 10/2022 – 12/2023**,** JDM/NPI Program Manager (Contract)
- Introducing and establishing new NPI/JDM programs schedule/processes from Engineering Design, Development to Mass Production Manufacture w End to end NPI EVT/DVT/PVT processes;
- Managing the overseas factories on Eng/MFG. Contract, RFQ/schedule/cost review/negotiation
- Working with cross functional teams such as HW (EE, ME, RF/Wireless, Silicon, Regulatory), SW (Embedded, Cloud, FPGA, SQA), Operations (QA, Process, Testing, Logistic).

Miso Robotics. 11/2021 – 09/2022, Tech. Program Manager
- Managing Multiple Products Development programs in parallel w internal and external teams
- Working with Product Managers/Clients, and engineer teams such as
  - EE/HW (Electronics, Electrical, off-shelf boards, Motors, and Sensors-weight, thermal, range, pressure, etc.);
  - Very heavy ME (3-7 DOF robot arms/fixtures, motion convey/collision prevention, sheet metal frames, enclosures, cover/door, screws/stands, safeguard, etc.);
  - Software (ROS/embedded/Cloud/Third party interface),
  - Integrating or extending third party vendors' equipment
  - System testing, Supply Chain/Logistics, and Contract manufacturers to deliver products from demonstrations / proof of concepts,
- Plan/schedule, monitor, track coordinate, resolve conflicts, integrate, and guide very young teams to achieve those goals daily by utilizing Jira/Confluent/Slack/Google Apps/Microsoft Apps; From EVT/DVT/PVT process to production ready.

Quasar Science, 6/2020 – 11/2021, NPI Program Manager, (Contract)
- 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), LED/Diode, 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., Analysiss

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

Symbolics Inc., Member of Technical Staff

Protocol Computer Inc., Firmware/Embedded System Engineer

<u>Education</u>   Master of Science in Computer Engineering, University of Southern California, USA
                     Bachelor of Science in Physics, F. J. U, Taiwan