Samuel Chen (CAPM)

Product Manager

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WORK EXPERIENCE

Product Manager   **Dec 2021 – Present**
iContribute   *Ottawa, ON (Remote)*
- Leading a team of 5 to build a filter requirement feature which solves a key pain point for over 750 active users.
- Collaborating on the implementation of real time metrics collection to give internal stakeholders visibility and the opportunity to build a business case for funding.
- Developing product requirement documents and conducting user interviews to align 15+ team members to overarching business objectives and empathize with the users.
- Revamping project tracking process to improve cross-team communication and visibility resulting in more effective team meetings.

Consumer Journey Analyst (Internship)   **May 2021 – Dec 2021**
Philip Morris International   *Toronto, ON (Remote)*
- Formulated systems solutions to improve usability for ~1000 B2B users increasing estimated product leads by 900% for the following year.
- Defined user requirements and led pain point analysis workshops to build empathy for the core and IT teams.
- Designed 10+ consumer experience experiments to measure the effectiveness of current sales channels.
- Automated digital processes with Python scripting reducing over 8 hours of work per week.
- Mapped consumer pain points on MS Visio flow to provide process visibility for 7 cross functional teams.

Software Engineer (Internship)   **Jun 2019 – Aug 2019**
Open Learning Exchange   *Cambridge, MA (Remote)*
- Implemented features using JavaScript, TypeScript, Sass, CouchDB, and Angular in an agile environment.
- Collaborated with the technical lead to plan and prioritize future features for the product
- Developed testing environments using Docker and VirtualBox (Raspberry Pi to simulate Virtual Machines)
- Onboarded new software engineering interns by teaching them work processes, development environments, and conducting weekly code reviews.

EDUCATION

Ryerson University   **Sep 2019 – April 2024**
BComm Business Management (CGPA: 4.13 / 4.33)
- Major: Global Business Management
- Minors: Finance, Psychology
- Dean's List (2019 - 2021)
- Involvement: Co-op, Top 200 Student, Tedpack Mentor, Tri-Mentoring Mentor,

SKILLS & INTERESTS

- **Skills & Certifications:** Project management frameworks (CAPM), Agile/Scrum Methodologies, Salesforce, Jira, Trello, Notion, Figma, Adobe XD, Tableau, Visio, Excel, Git, HTML, CSS, JavaScript, React JS, C++, Python, SQL, MongoDB, CouchDB, R
- **Interests:** Behavioural & cognitive psychology, space exploration, violin, films, building web projects, stoic philosophy