Samuel Chen

www.samuelchen.co
samuelchen1213@gmail.com
Linkedin: samuelchen1213
Github: samuelchen1213

WORK EXPERIENCE

Product Manager (Internship)   **May 2022 – Present**
KPMG Canada, Ignition tax   *Toronto, ON (Hybrid)*

- Leading the migration of a database to a cloud platform to improve the security of the information.
- Assisting with the automation of a key workflow using Alteryx which can potentially save employees 5+ hours a week.
- Gathering product requirements and mapping out product roadmaps through Microsoft Azure DevOps.
- Collaborating with various functions to assist with analyzing the business needs and develop logical specifications for fintech systems.

Product Manager   **Dec 2021 – May 2022**
iContribute   *Ottawa, ON (Remote)*

- Led a team of 6 to build a filter feature which solves key pain point for over 750 active users (MAU).
- Collaborated on the implementation of real time metrics collection to give internal stakeholders visibility and the opportunity to build a business case for external funding.
- Developed product requirement documents and conducted user interviews to align 15+ team members to overarching business objectives and empathize with the users.
- Built pitch decks to raise seed funding and piloted the app across 3 schools to over 2000+ students.

Consumer Journey Analyst (Internship)   **May 2021 – Dec 2021**
Philip Morris International   *Toronto, ON (Hybrid)*

- 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.
- 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 tickets to be done for weekly sprints.
- 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: 4.12 / 4.33)

- Major: Global Business Management
- Minors: Finance, Psychology
- Involvement: Co-op, Top 200 Student, Tedpack Mentor, Tri-Mentoring Mentor,

SKILLS & INTERESTS

- **Skills & Certifications:** Project management frameworks (CAPM), Agile/Scrum Methodologies, Salesforce, Jira, Azure, 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, web projects, philosophy