

Samuel Chen

WORK EXPERIENCE

www.samuelchen.co
samuelchen1213@gmail.com
[Linkedin: samuelchen1213](#)
[Github: samuelchen1213](#)

Product Manager (Internship)

KPMG Canada, Ignition Tax

May 2022 – Present

Toronto, ON (Hybrid)

- Leading the migration of a financial database to a cloud platform used by 250+ internal and client users.
- Contributing to the automation of a key workflow using Alteryx. This involves the download of financial data from an SFTP server, data manipulation, and updating the database which saves employees 3 hours / week.
- Spearheaded a feedback collection process to convert pain points into prioritized features for the product.
- Took the initiative to build ad-hoc VBA macros to reduce a 2+ hour process to 5 minutes.
- Gathering product requirements and mapping out product roadmaps through Microsoft Azure DevOps.

Product Manager

iContribute

Dec 2021 – May 2022

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)

Philip Morris International

May 2021 – Dec 2021

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)

Open Learning Exchange

May 2019 – Aug 2019

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 and development environments

EDUCATION

Ryerson University

BComm Business Management (CGPA: 4.12 / 4.33)

Sep 2019 – April 2024

- 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](#), Power BI, 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