Samuel Chen

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WORK EXPERIENCE

AltaML ⊞ Product Associate (Co-op)   Sep 2023 – Present (Toronto, ON)
- Creating a Wizard of Oz prototype, using Notion, Super, Tally, and Typeform, to test demand in the market
- Created Figma wireframes to validate assumptions and enhance data and feature requirements with clients
- Performed 10+ discovery interviews to validate product hypotheses and identify opportunities in the VC space
- Co-led efforts to improve product practices by clarifying organization-wide needs and developing resources

DocTalk ⊞ Product Manager (Co-op)   May 2023 – Aug 2023 (Toronto, ON)
- Led the building of the admin page feature, enhancing access management which reduced permission issues
- Defined and tracked metrics using RedisInsights for the soft launch of PGYpal, delivering product insights
- Scoped out features such as comments pinning and action items to improve the usability of the platform.
- Conducted discovery interviews with clinician stakeholders to clarify needs and prioritize features.
- Built ER diagrams and Access Control Matrices to assist in the architecture development of Patient Journey.

AltaML ⊞ Product Associate (Internship)   Jan 2023 – April 2023 (Toronto, ON)
- Built a Large Language Model demo using Python3, Streamlit, and GPT Index to enable BDRs sales efforts.
- Mocked up wireframes using Figma to clarify requirements during product development of the LLM demo.
- Leveraged SciPy Optimize to project cost savings, aiding in the construction of a compelling business case resulting in a six figure deal for the team.
- Synthesized results from discovery interviews and previous findings to produce a summarized report for a client, highlighting use cases, resource requirements, the roadmap, and the re-engagement plan.

EcoOnline ⊞ Product Manager (Co-op)   Sep 2022 – Dec 2022 (Toronto, ON)
- Led the building of a native documents feature for 100k+ enterprise users that significantly improved usability.
- Piloted the research for future product integrations to introduce the company to a $150M SOM.
- Executed on go-to-market strategy and created demos, test cases, and product FAQs for a new feature.
- Discovered user insights using Mixpanel to aid in product discovery and firefighting.
- Developed frameworks and workshops to prioritize 900+ intake requests.

KPMG Canada, Ignition Tax ⊞ Product Manager (Co-op)   May 2022 – Aug 2022 (Toronto, ON)
- Led the migration of a financial database to a cloud platform used by 250+ internal and client users.
- Saved managers 5 hours biweekly by automating key workflows using Alteryx via downloading financial data from an SFTP server, data manipulation, and database updates.
- Spearheaded a feedback collection process to convert pain points into prioritized features for the product.
- Built ad-hoc VBA macros to reduce 3+ hour processes such as fund distribution calculations to 5 minutes.

iContribute ⊞ Product Manager (Volunteer)   Dec 2021 – May 2022 (Ottawa, ON)
- Led a team of 6 to build a filter feature which solved a 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.
- Built pitch decks to raise funding and piloted the app across 3 schools to over 2000+ students.

EDUCATION

Toronto Metropolitan University (formerly Ryerson University)   Sep 2019 – April 2024
BCom, Business Management (CGPA: 4.12 / 4.33)
- Involvement: Co-op, Top 200 Student, Tedpack Mentor, Tri-Mentoring Mentor, Ted Rogers Co-op Mentor

SKILLS & INTERESTS

- **Skills & Certifications:** Project management frameworks (CAPM), Agile/Scrum Methodologies, Salesforce, Jira, Azure Fundamentals, Trello, Notion, Figma, Tableau, Power BI, Google Looker, Mixpanel, Visio, Excel,
- **Development:** Git, HTML, CSS, JavaScript, React JS, C++ , SQL, MongoDB, CouchDB, R, Python (NumPy, Pandas, SciPy), Streamlit, RedisInsight