

Samuel Chen (CAPM)

Business Management | Ryerson University

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WORK EXPERIENCE

Product Manager (Incoming)

Dec 2021 – May 2022

iContribute

Ottawa, ON (Remote)

- Will lead cross functional teams to define product strategy, roadmap, and MVPs to ensure user success.
- Will gather, manage, and prioritize customer requirements to define value and purpose of feature sets.
- Will run pilot programs to validate hypotheses enabling incremental lean product development.

Consumer Journey Analyst (Internship)

May 2021 – Present

Philip Morris International

Toronto, ON (Remote)

- Designed 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.
- 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.
- 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: 4.17 / 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](#)), 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