SOODONG PARK

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U.S Permanent Resident

PRODUCT MANAGER WITH DATA EXPERTISE

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Results-driven Product Manager with 15+ years of experience delivering customer-centric products and improving risk management practice through strong leadership and data-informed strategy in financial and technology sectors

EXPERIENCES

PayPal, New York City, NY

Senior Manager of Enterprise Risk Oversight
Jun 2025 – PRESENT

- Leading engineering and data science team developing risk models, alerting systems, operational workflow for emerging merchant risk and social-media threat monitoring; Saved $2M+ chargebacks through discovering 50+ merchants with potential financial insolvency.

Group Product Manager of Enterprise Risk Management
May 2021 – May 2025
- Built an enterprise risk platform for 2,000+ risk managers; used generative AI to detect policy/control gaps, increased risk documentation by 80% and prevented $MM losses from incident or regulatory fines.
- Enabled early product releases by 20%+ through reducing 85% of manual risk review process; Rebuilt product risk review process by improving efficiency through AI risk recommendation.
- Built an enterprise risk and control foundation that consolidated isolated risk areas; issue, incident, third party risk, regulatory reporting and others; Improved risk handling time by 20 days+ with 90% reduction in orphaned risks and controls.

Senior Product Manager of Global Financial Crime
Sep 2018 – Apr 2021
- Built an AI/ML financial crime monitoring tool that improved customer identification and geofencing by 89%, avoiding $MM fraud losses; Utilized for fraud investigation and potential risk mitigation.
- Implemented risk scoring and segmentation for high-risk identities, reducing account-takeover and money-laundering losses by $10M annually.
- Proactively protected brand against reputation threat and litigations through launching a machine learning based web-crawling model on social media that scans potential criminal activities utilizing PayPal as a money movement vehicle.

JP Morgan, Jersey City, NJ
Lead Business Analyst / Technical Product Manager of Investment Banking
Jan 2017 – Aug 2018
- Drove global billing strategy for Investor Services, implementing new rate structures, and identifying additional billable transactions.
- Led product development of cash and liquidity management; Reduced manual operation interventions and provided efficient cash liquidity management through real time sourcing.

Capital One, Wilmington, DE
Senior Data Scientist of Retail Banking
Sep 2014 – Dec 2016

- Performed text-mining analysis on the call center logs to help optimize cost structure by using JAVA and Python; Identified customer pain points, and improved existing call directing process.
- Led project on developing logic for recurring transactions on Hadoop file system by using Python with comparable level of accuracy from vendor model.
- Automated returning reports by utilizing Unix and SAS, which decreased processing time by 95%
- Introduced Tableau visualization tool and published Monthly Business Reports (MBR) for C-Level executives with daily updates.

SKILLS

- People Management: 7 years management of Product Manager, Data Scientist, Engineer, and UX
- Product Management: JIRA, Confluence, Miro, Figma, Balsamic
- Data Science: Python, Statistical Packages, SQL
- Generative AI: LLama, BARD, Langchain, Prompt Engineering
- Visualization: Tableau, Power BI, Qlick

AWARDS

- 2023 PayPal Generative AI Hackathon 1st place (Regulation and control recommendation)
- 2014 Univ. Delaware Best Graduate Instructor

EDUCATION

University of Delaware, Newark, DE
Ph.D., M.S, and B.S
Aug 2006 – May 2014

- Ph.D. in International Economics and Time Series Modeling
  - Publication: Globalization and Labor Force Participation, Journal of Economics Integration 2018, vol 33
- Master of Science in Econometrics Modeling
- Bachelor of Science in Economics, Magna Cum Laude