

Steve Han

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PROFESSIONAL EXPERIENCE

Lead Product Manager

Clearprint, Los Angeles, CA, 2012 - 2019

- Utilized market research, customer data, & vendor data to initiate development of new products. Established product vision and development.
- A/B testing to optimize product listings & increase conversions
- Managed product vision, design, usability – conducted user interviews & synthesized data into defined requirements

Director of Operations

eMerchantBroker, Los Angeles, 2012–2015

- Managed over 4000 merchant accounts for growing ISO, and oversaw a team of (8) sales reps, and (4) administrative team members.
- Managed every aspect of account creation: from application, to underwriting, approval guidance, risk management, boarding, technical setup, account retention, & chargeback procedures.
- Created & implemented training materials, policies, & guidelines for employees.

Operations Coordinator

MICR Toner Int'l, Los Angeles 2011–2012

Early employee of small ecommerce company, helped increase product sales by pushing for FBA fulfillment practices.

- Increased product sales by 30% over (4) month period
- Established inventory management system, RMA system, & order fulfillment system.

SKILLS

Google Adwords certified

Google Analytics certified

Amazon Sponsored Ads

Keyword Research & A/B testing

Vendor Relations

Multi-channel Online Operations

EDUCATION

B.A., American Studies

University of California-Berkeley, 2005