

# SYLVIA GUANLING CHEN

## PRODUCT DESIGNER

BERLIN, GERMANY & REMOTE & OPEN TO RELOCATE

### ABOUT

With a proven track record in delivering successful products to millions of users as a product manager, I am currently looking for opportunities to transition into the Product Design field. Passionate about designing a product experience that creates value for customers.

### PORTFOLIO

[sylvia.glchen.com](https://sylvia.glchen.com)

### CONTACT ME:

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[linkedin.com/in/sylvia.glchen](https://www.linkedin.com/in/sylvia.glchen)

### SOFTWARE

Sketch, Adobe XD, InVision, Zeplin, Abstract, Flinto, Tableau, Google Analytics

### SKILLS

User Interface Design, User Research, A/B Testing, Wireframing, Prototyping, Product Roadmap, Design Thinking, Design Sprint, HTML, CSS

### WORK EXPERIENCE

#### Product Manager

OLX Group | Berlin, Germany & Remote

Mar 2019 - Present

Built Pay & Ship solution from scratch and enabled millions of customers in OLX Europe Markets to do remote transactions.

- Ideated and designed Pay & Ship and SafeDeal flows with the Design & Research team - through user research, design sprints, and usability tests.
- Launched the first Pay & Ship MVP and several iterations in Poland, increasing remote transactions from 0 to 1M+ per month in 8 months.

#### Process Manager

Blacklane | Berlin, Germany

Aug 2017 - Feb 2019

Implemented processes in operations and worked with product teams to provide the best solutions for chauffeurs globally.

- Researched the needs and helped define requirements for the ride-assignment feature, increasing correct App usage by 15%.
- Identified process inefficiencies and defined requirements of extra-charge automation, reducing manual approval time by 7 minutes per booking.

#### Corporate Implementation Manager

Talixo | Berlin, Germany

May 2016 - June 2017

Managed key accounts from corporations to travel agencies to implement Talixo's global chauffeur service.

### EDUCATION

#### UI Design Program

CareerFoundry

Nov 2020 - June 2021

An intensive project-based design program (600+ hours). I practiced Design Thinking process and worked on user research, wireframes, user testing, and hi-fi design for 5 projects.

#### Bachelor of Business Administration, Technology Management Division

National Taiwan University

Nov 2020 - June 2021