

VIVIAN JANG

vij2@cornell.edu • 425-389-6292 • [linkedin.com/in/vivian-jang](https://www.linkedin.com/in/vivian-jang)

WORK EXPERIENCE

Microsoft Corporation

Senior Program Manager | New York, NY

September 2021 - Present

- Achieved a 30% increase in community adoption and a 12% rise in average revenue per player through effective UI/UX leadership and KPI-driven strategies for the Avatar Marketplace.
- Presented a compelling demo to executives of cutting-edge technologies including cloud-rendered infinite screens, 2D slates, and hyper-real avatars. This led to a significant \$1.5 million investment from executives and the subsequent development of the conceptual technology into a market-ready product.
- Collaborated with the User Research team to develop prototypes and conduct studies on Multimodal Speech Interactions, collecting both quantitative and qualitative data to shape optimal User Experience design decisions.

Technical Program Manager | Seattle, WA

January 2019 – September 2021

- Played a pivotal role in the on-time launch of HoloLens 2 by overseeing daily code flow and resolving 41 critical platform-level software issues, ensuring robust software quality and reliability.
- Developed and executed the systems-level product testing plan for the U.S. Army HoloLens, streamlining over 1100 test items across 12 different systems groups based on software requirements from the U.S. Department of Defense.
- Spearheaded cross-functional investigations, resulting in a 6% improvement in standby performance across 7 KPIs for HoloLens 2.

Texas Instruments

Project Manager | Munich, Germany

May 2017 – November 2018

- Successfully managed end-to-end product line development, from microchip design to high-volume production, by implementing risk mitigation strategies and surpassing 13 manufacturing quality OKRs.
- Collaborated with cross-functional teams to deliver 7 projects on-time and under budget, contributing to a divisional annual revenue of \$41M.

Quality Lead | Dallas, TX

August 2010 – May 2017

- Managed a team of five engineers across EMEA and Asia, leading quality improvement initiatives across 7 manufacturing sites and 26 new product development programs.
- Conducted root cause failure analysis of over 300 faulty analog integrated circuits and secured a \$200M+ deal with key automotive customers through process improvements.

EDUCATION

Cornell University, Ithaca, NY

Bachelor of Science, Electrical and Computer Engineering