

WILLIAM HONG

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SKILLS

Business	Product Management, Customer Interview, Business Intelligence
Software	Jira, Confluence, Trello, Asana, Microsoft Power BI, Adobe XD, InVisionApp, Vim
Design	Design Thinking, User Experience (UX) Design, User Interface (UI) Design, Mockups
Technology	HTML, CSS, JavaScript, PHP, JSON, XML, Git, JQL, RQL
Strategy	Product Vision, Product Roadmap, Cross Functional Team Lead, Product Release, Innovation, Software Development Lifecycle, User Story Mapping
Other	Chinese
Programming	Python, Power Query M, DAX, JavaScript, MATLAB, Bash, VB.NET, C#, C++, Java
Web	Scalable Web Architecture, CMS, SaaS, PaaS, mLab, Azure, Rollbar, Logrocket
Database	SQL, MSSQL Server, NoSQL, MongoDB, Studio3T, Data Lake, ETL
Project	Agile, Scrum, Lean Startup, Kanban, Product Owner, Scrum Master, Sprint planning, Retrospective, Backlog grooming, UML

EXPERIENCE

Syntactx Technologies

New York, NY, 3/2019 – Present

HEAD OF PRODUCT

- Drive product vision, strategy, and roadmap evangelizing to all users, customers, teams, and partners.
- Establish product strategy to align feature progression with overarching product vision.
- Develop and implement operational metrics, widgets, reports, and dashboards to track measurable key results against defined objectives.

Syntactx Technologies

New York, NY, 3/2018 – 2/2019

PRODUCT MANAGER

- Formalized and conducted Scrum ceremonies to consistently track and deliver incremental value to end-users.
- Led stakeholder focus groups and interviews to determine pain points and elicit user stories.
- Developed, prioritized, and maintained user story map
- Promoted quality code and features by communicating with offshore QA and customizing JIRA developer workflows.

Johns Hopkins University Applied Physics Laboratory (JHU/APL)

New York, NY, 11/2016 – 2/2018

PRODUCT MANAGER

- Led product roadmap and requirements of user and identity management.
- Defined product roadmap and functional/technical requirements of personalization capabilities for user experience through evidence-based A/B testing.
- Identified personalization capabilities required to deliver user experiences and define technical requirements for each platform in the personalization pipeline.
- Prioritized feature backlog for a product that continuously delivers measurable value towards the product roadmap.

Johns Hopkins University Applied Physics Laboratory (JHU/APL)

Laurel, MD, 12/2013 – 10/2016

PRODUCT COMMUNICATIONS MANAGER

- Collaborated with Brand, Engineering, Product, and UX teams to ideate on innovative personalization experiences that drive customer satisfaction, retention, and engagement.
- Wrote detailed product and technical requirements for implementation and worked closely with engineering team to deliver on those requirements.
- Designed and prototyped process to discover customer problems and create valuable, desirable, and feasible solutions.
- Actively engaged customers and the larger community of users.
- Innovated and iterated on agile PM processes and shared our insights.

Johns Hopkins University Applied Physics Laboratory (JHU/APL)

Laurel, MD, 8/2012 – 11/2013

LEAD TECHNICAL ENGINEER

- Designed, implemented, and tested product features to statistically outperform competitors on KPIs.
- Analyzed customer needs, conducted technical presentations, and developed long-term customer relationships.
- Evaluated and provided feedback on future technologies and new releases/upgrades.
- Shared best practices with team members to enhance the quality and efficiency of customer support and contribute to the technical knowledge base.

Johns Hopkins University Applied Physics Laboratory (JHU/APL)

Laurel, MD, 8/2010 – 7/2012

TECHNICAL ENGINEER

- Partnered with engineering personnel to prioritize and escalate software bugs.
- Translated business needs into product requirements and worked with product management to add feature enhancements.
- Provided business and technical support to help customers optimize use of solution.
- Prioritized, managed, and executed cross-functional projects.

EDUCATION

Johns Hopkins University

Baltimore, MD, 2/2011 – 5/2013

Master of Science in Systems Engineering

University of Maryland College Park

College Park, MD, 8/2006 – 5/2010

Bachelor of Science with Honors in Electrical Engineering