

John Fang

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WORK EXPERIENCE

Apple

Customer Experience & Strategy Lead, Chestnuthill, MA

Jan 2024 - Present

- Co-created customer journey and adoption workshops for enterprise clients during Apple Vision Pro launch, improving engagement by 80%.
- Partnered with cross-functional teams to translate client business requirements into tailored solutions, increasing business client adoption by 23%.
- Acted as a trusted advisor by mentoring teams on product readiness and technical enablement, ensuring successful deployment and long-term client success.

Sales & Performance Coach, Boston, MA

April 2023 - Jan 2024

- Mentored multiple teams to enhance sales skills, improving key performance metrics, and elevating market ranking by five positions
- Conducted data-driven performance analysis using Salesforce dashboards, identifying adoption gaps and creating coaching plans that improved market ranking by 5 positions.
- Facilitated technical discussions with business clients, aligning AI-powered Apple services with customer workflows and achieving a Net Promoter Score (NPS) of 84.

Client Solutions Advisor, Boston, MA

July 2022 - April 2023

- Leveraged Agile feedback loops to assess customer technical requirements and design tailored solutions, achieving a 98% quarterly NPS.
- Led solution demonstrations and guided clients through technology onboarding, building trust and long-term partnerships.

Northeastern University

Research Assistant, D'Amore-McKim School of Business, Boston, MA

May 2020 - Dec 2021

- Designed and deployed a scalable operations platform using Microsoft Power Platform, enabling non-technical users to streamline workflows and improve productivity by 40%
- Led a stakeholder presentation on the implementation of Microsoft Power Platform, showcasing solutions that reduced process bottlenecks and improved data accuracy by 13%

North Dakota State University

Research Assistant, Department of Mechanical Engineering, Fargo, ND

Sep 2015 - May 2018

- Designed and prototyped nanofiber force-spinning devices using PTC Creo and Rhino, enhancing the nanofiber fabrication process and improving testing accuracy and efficiency by 33%
- Conducted fracture analysis using Finite Element Methods (FEM) and Matlab, integrating machine learning principles to create a backpropagation algorithm for predictive data valuation and visualization
- Established a centralized database for experimental data using R and Python, implementing data governance policies to ensure consistency, quality, and compliance, reducing data retrieval time by 30%
- Developed custom data pipelines for real-time analytics, enabling trend identification and anomaly detection, improving the decision-making process for manufacturing optimization

Massman Automation

Project Manager Intern, Villard, MN

Jan 2015 - Sep 2015

- Led a cross-disciplinary team using Waterfall methodology to design an automated packaging system, reducing operational expenses by 30% and cutting production time by 15%
- Conducted A/B testing and facilitated user research sessions, prioritizing product features that aligned with business goals and improved customer satisfaction by 25%

EDUCATION

Northeastern University, Boston, MA

Master of Science in Computer Systems Engineering

North Dakota State University, Fargo, ND

Master of Science in Mechanical Engineering

Bachelor of Science in Industrial and Manufacturing Engineering

SKILLS & CERTIFICATIONS

- **Product Management:** Go-to-Market Strategies, Product Lifecycle Management, Customer Journey Mapping, Product Requirements Documents (PRDs)
- **Technical Skills:** Python, Java, SQL, Microsoft Office, Keynote, Excel, CNC
- **Tools:** Salesforce, JIRA, Tableau, Microsoft Dynamics 365, CAD, Matlab, Additive Manufacturing
- **Methodologies:** Agile, Waterfall, Lean, Six Sigma, A/B Testing
- **Lean Green Belt Certification & Six Sigma Green Belt Certification & PMP (In progress)**