

John Fang

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PROFESSIONAL SUMMARY

Customer Success professional with a strong foundation in engineering, data science, and AI/ML technologies. Skilled in Python, SQL, and machine learning, with academic exposure to deep learning, LLM lifecycle, and generative AI frameworks (PyTorch, TensorFlow, Hugging Face, LangChain). Experienced in guiding enterprise clients through technology adoption, facilitating workshops, and designing customer success plans that increase adoption and satisfaction. Certified Lean Six Sigma Green Belt and PMP candidate, combining technical expertise with consultative communication to drive client outcomes.

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.

Product Expert & Performance Coach, Boston, MA

April 2023 - Jan 2024

- 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.
- Developed structured success plans that guided client adoption and retention.

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 workflow automation platform using Microsoft Power Platform, improving non-technical user productivity by 40%.
- Presented results to stakeholders, showcasing a 13% improvement in data accuracy and process efficiency.
- Gained experience in business framing and client value realization modeling through solution design.

North Dakota State University

Research Assistant, Department of Mechanical Engineering, Fargo, ND

Sep 2015 - May 2018

- Applied machine learning algorithms to fracture analysis with FEM and Matlab, introducing predictive modeling and anomaly detection.
- Built a centralized database using Python, R, and SQL, improving data governance and reducing retrieval time by 30%.
- Developed custom data pipelines for real-time analytics, supporting trend identification and process optimization.

Massman Automation

Project Manager Intern, Villard, MN

Jan 2015 - Sep 2015

- Led a cross-functional engineering team to design an automated packaging system, reducing operational expenses by 30%.
- Conducted A/B testing and client workshops to prioritize features aligned with business goals, improving customer satisfaction by 25%.
- Delivered cost-benefit analyses integrating transportation, storage, and operational efficiency metrics.

EDUCATION

Northeastern University, Boston, MA

MS, Computer Systems Engineering

North Dakota State University, Fargo, ND

MS, Mechanical Engineering | BS, Industrial and Manufacturing Engineering

SKILLS & CERTIFICATIONS

- **Programming & Data:** Python (Jupyter/Notebooks), SQL, R, Java, Tableau
- **AI/ML & LLM:** Machine Learning, Deep Learning (academic exposure), PyTorch, TensorFlow/Keras, Hugging Face, LangChain, LLM lifecycle & prompt engineering
- **Customer Success:** Success Planning, Client Workshops, Solution Demonstrations, Business Value Modeling
- **Tools:** Salesforce, Microsoft Power Platform, Microsoft Dynamics 365, Jira, CAD, Matlab
- **Methodologies:** Agile, Waterfall, Lean, Six Sigma, A/B Testing
- **Certifications:** Lean Six Sigma Green Belt, Six Sigma Green Belt, PMP (in progress)