John Fang

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WORK EXPERIENCE

Apple

Product Pro (Customer Experience & Strategy Lead), Chestnuthill, MA Jan 2024 - Present

- Served as a Subject Matter Expert for Apple Vision Pro launches, designing the in-store customer journey using Agile methodologies and driving an 80% increase in customer engagement
- Collaborated cross-functionally within the store and with key partners, providing monitoring and mentorship to ensure all team members were fully trained and prepared for new Apple products and services
- Partnered closely with store leadership and business teams to drive in-store engagement, achieving a 23% increase in business engagement rate

Product Expert (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
- Championed Apple product and service expertise, mentoring teammates and implementing performance-driven strategies that led to an 84 NPS (Net Promoter Score) while driving personal and store performance goals

Product Specialist (Client Solutions Advisor), Boston, MA July 2022 - April 2023

- Recognized as a top performer in Apple service attach rate, business introductions, and NPS while driving bottom-line growth and mentoring teammates to achieve performance results
- Leveraged Agile feedback loops to collaborate with customers, assess technical requirements, and recommend tailored Apple solutions, achieving a 98 NPS quarterly

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%

Student Success Guide, Student Support Initiative Aug 2020 - Jun 2022

- Helped over 30 first-year students navigate the first-year experience and facilitate connections to appropriate university referrals and resources.
- Encourage student academic success, respond to student concerns, and connect students to on-site academic, medical, and mental health resources
- Monitor student behavioral policies and protocols, upholding a high standard of student conduct
- Maintain the safety and well-being of the participants by serving in a 24/7 on-call rotation and conducting regular rounds of student residences

Chair of the board, Student Conduct Board, Boston, MA May 2020 - May 2023

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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 the 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%
- Prepared comprehensive cost-benefit analysis for each layout, meticulously considering pivotal factors such as transportation expenses, storage costs, operational efficiency, and others.

Academic project

Nanofiber fabrication by electric & force spinning

- Utilizing PTC Creo software, designed a force-spinning device based on the patent for a commercial cotton candy machine.
- Through finite element analysis (FEM), fracture analysis was conducted. Subsequently, I manufactured prototype parts using turning and milling lathes and assembled a prototype device according to the design specifications.
- Developed computational models to simulate the entire electrospinning and forcespining process. Identifying key parameters that influence the spinning process, MATLAB was utilized to compute simulated models that were compared with visual observations captured by slow-motion cameras in the laboratory.
- Collected experiment data and established a database using SQL and Python.
- Simulation models reliably confirmed optimizations in jet nozzle design and identified potential areas for further improvement that can be applied in practical environments.

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)***