# SUMMARY

YAN GAO

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A well organized, strategic thinker with a unique blend of enthusiasm and energy that will apply his product management skills accumulated through the years to tackle the challenges of humanity and create products that will be both useful and usable.

# EXPERIENCE

### Product Owner, CORE

**Platform Science - San Diego, CA August 2019 to Current**

* Establish and lead our single sign-on initiative from inception to implementation, helping us become one of the first telematics company to introduce SSO to the trucking industry
* Lead an initiative to utilize Google SSO and Google groups as the new IAM policy to be SOC 2 compliant
* Translated our application features and infrastructure requirements into JIRA user stories
* Help lead a cross functional team made up of mobile developers, DevOps engineers and software developers in an initiative to cutover from our current messaging protocol (XMPP) to a secure light weight protocol (MQTT) powered by AWS IOT
* Lead and executed the strategy to improve our user interface and experience for our customer portal
* Create the product requirement for an internal environmental provisioning tool called FastLane which help increase productivity by automating the process for creating environments
* Help increase our infrastructure teams efficiency by 25% with the development of our internal tools and dashboards
* Help reduce IT incidents nearly 25% in the last 3 quarters by monitoring and optimizing our database performance
* Help implement our cloud strategy for messaging queues by introducing Cloud AMQP
* Facilitate internal release plans with release management team
* Create our team metrics and dashboards by feeding data into DOMO business analytics tool
* Author of the Core product team’s Object Key Results (OKR) and product roadmap
* Help increase customer satisfaction by 15% on a quarterly basis with customer engagement survey and monthly product reviews

### Manager / Sr. Product Owner, Supply Chain Operations FTD Inc. – San Diego, CA February 2019 to August 2019

* Worked closely with the business stakeholders to lead the design of our Enterprise Fulfillment System
* Saved $5K/weekly by creating and implementing a solution for logistics’ UPS Ground deliveries
* Helped Personal Creation design and implement an optimization solution in the billable weight space and increased ROI by 5% during our peak holiday season
* Managed a capital expenditure project called Mail Innovation that projected a cost saving of

$22MM for the FTD enterprise

* Utilized Agile methodologies to facilitate roadmap creation, sprint planning, backlog grooming and removing any roadblocks
* Provide a leadership role in driving system enhancements and process improvement initiatives
* Worked with cross-functional teams to re-design and migrate the on-premise legacy solution to microservice architecture on Google Cloud Platform
* Facilitated the gathering, consolidation, and documentation of business requirements for Supply Chain Systems projects
* Created a process to help train product analysts to develop the expertise necessary to be knowledgeable so that they can effectively support our Enterprise Fulfillment System

**Product Owner**

**Engage Financial Technology - San Diego, CA May 2018 to August 2018**

* Acted as the subject matter expert in the Prepaid Card Fintech space for two of our biggest revenue generating customers
* Developed a deep understanding of the business requirements to help create functional and non-functional user stories
* Liaised between cross-functional teams to communicate our product roadmap and project plan
* Managed and prioritize the JIRA boards to deliver user stories to our development team
* Worked with the Program Manager to evangelized the product vision to create customer roadmaps and product strategy
* Authored product requirement documentation and technical help documentations
* Created the Agile process workflow to help transition from Waterfall to Agile Environment
* Managed the lifecycle of vendor relationship from billing to integration

## Product Manager

**Intuit - San Diego, CA October 2016 to May 2018**

* Helped rollout Intuit's enterprise-wide initiative known as the Transactional Email Service or TxE
* Worked with cross-functional teams create email content that helped decrease overall bounce rate by 6%
* Owner of a project to remove multiple email vendors for a cost saving of $12K a month
* Owned and created the TxE and Digital Communications (DigiComms) product strategy and roadmap
* Product Owner to manage bi-weekly sprints in an Agile environment
* Created functional user stories while determining backlog priorities
* Interfaced with senior management on TxE and DigiComms's product vision and roadmap
* Acted as a principal liaison between our Email Service Providers (Sendgrid, Responsys, and ExactTarget)
* to help with troubleshooting, email data analytics, and escalations
* Authored Transactional Email Service's API documentation and Wiki pages
* Worked daily with our engineering team in Indian Development Center (IDC) to deliver world- class analytic features for our consumers to help monitor the lifecycle of an email transaction
* Managed consumer onboarding to our TxE Service through the Intuit Service Portal
* Helped improve and simplify the customer experience for TxE onboarding lifecycle
* Collaborated with the Product Development team to integrate TxE to Intuit Analytic Cloud

## Product Manager

**National Regulatory Services (NRS) - San Diego, CA April 2011 to October 2016**

* Managed a compliance-based SaaS application that provides educational and administrative assistance to Compliance Officers
* Directed the product development cycle from prototype to go-to-market for the Ad Review module
* generating an estimate of $1.2 million in annual revenue
* Responsible for increasing the overall satisfaction of the Continuing Education Training Module by designing new UI / UX enhancements
* Created the Ad Review Module intelligent workflow to successfully deliver advertisement correspondence to the regulatory agency
* Redesigned the Continuing Education Training Module and implemented as a learning management system used to satisfy the continuing education requirements of Financial Advisers
* Interfaced with upper management to forecast future revenue earning for product lines and acted as the principal liaison between vendor firms
* Dissected and translate complex business requirements into user stories with thorough acceptance criteria
* as part of the Agile and Scrum process
* Developed product vision and strategy by utilizing and studying the current market behavior
* Author product sheets, go to market plans and release notes for internal stakeholders and customers

# SKILLS

* 8+ years of product management experience working in an Agile Software Development environment
* SPLUNK, Trello, AHA!, ProductPlan, Balsamiq, Confluence, JIRA, SharePoint, TFS, and Pragmatic
* Proficient in Mandarin Chinese

# EDUCATION

* Bachelor of Arts in Economics
* University of California-Davis - Davis, CA

# CERTIFICATIONS

* Scrum Product Owner Accredited Certification, International Scrum Institute

# LINKS

* <http://linkedin.com/in/yangao>