

KEVIN CHI FUNG CHEN

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Summary: Product Owner with a strong technical background and proven expertise in end-to-end product development. Skilled in building and launching SaaS and API platforms. Inclusive leader with exceptional interpersonal skills and user empathy. Empowers teams to achieve company goals through collaborative and innovative solutions.

PROFESSIONAL EXPERIENCE

Software Engineer/Product Owner Vonage/Ericsson

Remote, CA
Aug 2020 – Present

- Launched the world's first cloud-based **5G-enhancing mobile app**, growing annual revenue by \$140+ million, through cross-functional collaboration with 80+ people across product, UX design, and support
- Led the MVP of an **APIaaS platform** from ideation to execution, propelling a 147% surge in enterprise sales, by collaborating with product and design to define user requirements and technical specifications
- Facilitated timely product delivery, increasing velocity by 20%, by aligning stakeholders with roadmap adjustments, iteratively reprioritizing the feature backlog, and mitigating engineering roadblocks
- Owned the sprint planning process and conducted sprint retros to improve the development process, leading to the successful completion of 90% of user stories per sprint and reducing bug tickets by 20%
- Defined metrics to test and measure the success of 15+ features and orchestrated user acceptance testing to ensure production-ready feature launches
- Enhanced product experience and business performance, improving customer satisfaction ratings by 15%, by conducting 20+ user interviews to incorporate feedback from third-party developers

Product Management Intern Peacefully

Los Angeles, CA
Jun 2020 – Aug 2020

- Drove the MVP of an **end-of-life planning product** from 0-1, securing \$500,000+ in pre-seed funding, by formulating a compelling business plan and setting a bold product strategy
- Achieved product market-fit, supported by a 50% increase in Net Promoter Score, by using user studies data to drive iterative product improvements and validating their effectiveness through A/B tests
- Directed customer acquisition strategies, acquiring 10,000+ customers in 1 year, by optimizing conversion funnels and analyzing data and metrics to make informed decisions

Product Management Intern SureConsent

Los Angeles, CA
Jun 2018 – Sep 2018

- First PM of a **healthcare SaaS platform** that was accepted into Techstars' accelerator, working directly with the CEO to determine features, write product and technical specifications and organize user studies
- Analyzed market trends and researched the competitive landscape of the \$765 million global e-consent market to inform the strategic vision of the company
- Created a product roadmap of 100+ features and defined ROI metrics to measure their success by conducting 30+ user interviews to understand our target persona and identifying their pain points

SKILLS

Technical Skills: Java, ReST, API Gateways, Postman, SQL, MongoDB, Elasticsearch, Docker, Kubernetes

Product Skills: Agile, Scrum, User Interviews, User Journey Mapping, A/B Tests, Product Strategy

EDUCATION

University of California, Los Angeles
B.S. in Statistics

Los Angeles, CA
Sep 2020