

Angela Chae

 www.CheekyChae.com

 <https://www.linkedin.com/in/angelachae>

Driven Product Manager with UX design training and notable acumen in business. Creative product leader looking to bring to an organization a strong history of motivating cross-functional team collaboration. Strong analytical ability to unpack complex problems and synthesize data. Passion for building strategies and frameworks that clearly communicate product goals and align product innovations across varied stakeholders.

Bellevue, WA
+1 917 783 2279
ajhchae@gmail.com

WORK EXPERIENCE

KidsLoop London, UK (Jun 2021 - Nov 2021)

E-learning solutions start-up for early years education

Senior Product Manager

- Developed a Product Requirement Document (PRD) framework for the entire product team
- Oversaw the end-to-end revamp of the Analytics platform - leading an in-depth analysis on the existing product, proposing a viable new framework and user flow, and successfully employing the new framework to run reports
- Created prototypes to visualize and communicate product development goals for Adaptive Learning using Machine Learning technology and released the first beta iteration via a cross-functional collaboration
- Led workshops and discovery sessions for clients and internal stakeholders to formulate mid/long-term delivery goals and product roadmaps for Adaptive Learning and Analytics
- Responsible for scaling the team, including scoping roles, recruiting, and hiring of product managers, product owners, and UX designers

Freelance Project Manager/UX Designer/Illustrator London, UK (Mar 2020 - Jun 2021)

- After conducting in-depth consultations with the organizations, built ways to enhance user experience
- Crafted design elements for a private equity company (www.est-partners.com) and a fitness brand (www.meggaball.com)
- Created custom illustrations for blogs and Sales presentations for a Silicon Valley based SaaS company specialized in data visualization and analytics dashboards

While freelancing, pursued and completed certifications in UX & Frontend Development at CareerFoundry

Symphony Talent, New York, NY & Palo Alto, CA (Apr 2016 - Feb 2020)

Employer branding and advertisement agency providing creative/content strategies & SaaS solutions

Director of Analytics, Product Manager (Palo Alto/London, Jan 2019 - Feb 2020)

- After nearly two years of progressive success as a Team Leader, promoted to Director of Analytics to manage cross-functional teams and clients in building a roadmap and discovering new opportunities for insight enrichment to the company's SaaS analytics platform
- Drove product development of the analytics platform by collaborating with R&D teams and designers, and produced highly-effective bi-weekly meetings with the sales teams on product releases
- Developed a usability report of the SaaS platform across 47 client accounts to understand data patterns and trends which were used to steer company strategy on product releases

Team Leader / Director, Strategic Insights (Palo Alto, Jun 2017 - Mar 2019)

- Created and designed the scope of the inaugural Strategic Insights team to define key metrics and focus on data analytics that measures the impact of client media and content strategies
- Designed and standardized reporting using SQL and embedded data visualization into client reports
- Coordinated across different teams to craft business strategies and product development plans for the analytics platform

Director, Client Strategy & Services (New York, Apr 2016 - Jun 2017)

- Developed marketing and employer branding strategies for the company's top 5 clients based on revenue

Verizon, Basking Ridge, NJ (2014 Summer Internship, Sep 2015 - Mar 2016)

System Engineering Consultant

- Reduced field technician errors by 26% by developing a company-used strategy after analyzing over 200K fiber-optic network installations per week

Bloomberg, Hong Kong (Dec 2005 - Mar 2013)

Electronic Trading Platform Sales Representative (Jun 2011 - Mar 2013)

- Increased client base by 133% in Korea and 13% in Hong Kong over a two-year period resulting in material revenue growth for the team

Exchange Business Manager / Product Manager (Sep 2007 - Jun 2011)

- Coordinated logistical flow of product enhancements related to real-time Exchange data feed
- Developed project scopes and worked closely with R&D to prioritize projects and release deliverables
- Managed relationships and negotiated contracts regarding data purchasing and licensing with the Hong Kong Exchange, Korea Exchange, Mongolia Exchange, and third-party data contributors to ensure company is up-to-date with data offerings and data redistribution policies

Analytics Desk Representative & Team Leader (Dec 2005 - Sep 2007)

- After a successful year in the prior role, promoted to Team Leader and optimized day-to-day operations of customer communications, monitoring over 1,000 inquiries daily and managing a team of 20 people
- Managed 80+ client inquiries daily on analytics top ranking performance globally in service quality

EDUCATION

Columbia Business School, Columbia University | New York, NY, May 2015
Masters of Business Administration

Yonsei University | Seoul, Korea, Aug 2004
B.A., Business Administration & Psychology (Dual major)

University of California, Irvine | Irvine, CA, 2001 - 2002
B.A., Psychology
Exchange Student

CareerFoundry | Online
UX Design Certification (Mar 2020 - Dec 2020)
Frontend Certification (Dec 2020 - Mar 2021)

SKILLS & TOOLS

Google Analytics
SQL
HTML & CSS
JavaScript
Adobe Illustrator
Adobe Photoshop
Adobe XD
Figma
Procreate

LANGUAGE

Native fluency in both English and Korean

INTERESTS

Creating custom commissioned art pieces
Drawing
Pottery
Traveling