

Tzu Chi Yeh

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EDUCATION

University of Washington Seattle Campus

Seattle, WA

Bachelor of Science, Informatics and minor in business administration

2020 - 2024

Relevant Coursework: Human Computer Interaction, Data Structures and Algorithms, Database, Business Writing, Accounting, Data analysis, Product Management, Project Management, Finance, Marketing, Data Visualization, Relational Database, Machine Learning

WORK EXPERIENCE/ LEADERSHIP

Shopee

July 2023 - September 2023

Product Manager Intern, SAP Supply Chain

Taipei, Taiwan

- Led the development of FRF (Feature Request Form) for optimizing warehouse/ supply chain operations, and ecommerce supply chain optimization resulting in a monthly **cost reduction of \$50,000+**
- Executed **B2B, C2C, B2C logistics planning and analysis** of line haul trucks and warehouse procedure for future business planning, resulting in an **increase of 7%** in operational efficiency
- Managed BRD (Business Required Document) reviews and project roadmaps for both Taiwan and Philippine PM team using business writing skills, setting the foundation for multiple product life cycle
- Conducted daily monitoring and troubleshooting of logistics metrics, resulting in a customer satisfaction rate increase of 5% in two months
- Led functional testing for warehouse operations improvements, resolving critical issues such as improper box allocation on the dock, which contributed to a 10% increase in overall supply chain efficiency

Pondy Education

June 2022 - September 2022

Software Engineering Intern

Taipei, Taiwan

- Optimized the user experience of our Mandarin test prep app and website, achieving a 98% success rate in resolving issues, including fine-tuning the machine learning model for Mandarin speaking practice.
- Designed and analyzed A/B tests for website features, leading to a **10% improvement** in conversion rates and a 7% increase in average order value
- Facilitated discussions with UX team to improve user flow and user experience, resulting in a 20% increase in app downloads within 3 months

Global Leadership Organization

September 2020 - June 2021

Summit Planning Director

Seattle, WA

- Led a team of 7 to organize and host a summit, successfully attracting over 150 attendees
- Delivered leadership training with a **95% satisfaction rate**, demonstrating effective team management and impactful program delivery
- Increased social engagement by 30% by implementing marketing campaigns that amplified summit visibility
- Streamlined workflows and enhanced communication by conducting weekly check-ins and implementing the waterfall method, resulting in a 20% increase in productivity within a team of 7

PROJECTS

- **Flickr Foundation Database (PM Lead):** Led redesign, implemented 1,000+ unique image tags, boosting searchability and user engagement by 25%
- **Apple Supply Chain Database (Data Scientist):** Designed and built a high-performance database using SQL, Excel, and Tableau, cutting operational time by 30%
- **Grocery Guardian (Full Stack dev):** Developed a grocery savings website by integrating the Kroger API, Google Maps API, and Firebase to enhance user experience and optimize cost-saving opportunities

Tools: React, JavaScript, HTML/CSS, Bootstrap, Java, SQL, Python, MySQL, R, Git, Jira, Figma, Power BI, Tableau, Trello, Excel, Microsoft Office, PMP certificate (Expected October 2024)

Skills: Leadership, Product Management, Data Analysis and Visualization, Database Design and Management, Business Writing and Documentation, Event Planning and Coordination