

Victoria Kuo

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Technical Consultant/ Product Manager with 2+ years bridging business requirements and platform solutions across global markets.

EDUCATION

Carnegie Mellon University (CMU)

Master of Information Systems Management (MISM)

Pittsburgh, PA

Expected Dec. 2025

- Coursework: Product Management Essentials, Data Science for Product Managers, Machine Learning in Production

National Sun Yat-Sen University (NSYSU)

Bachelor of Business Administration in Information Management

Kaohsiung, Taiwan

Sep. 2017 – Jun. 2022

Bachelor of Arts in Foreign Languages and Literature

- Coursework: Organizational Behavior, Strategic Management, Competitive Dynamics

SKILLS & CERTIFICATIONS

Solution Architecture: Salesforce, API Integration (Postman), Technical Requirement Gathering, Solution Design, Prototyping

Stakeholder Management: Stakeholder Discovery, Business Requirement Translation, Solution Presentations, Cross-Functional Collaboration

Analytics & Business Value: Tableau, Excel, Performance Metrics & KPIs, Dashboard Development, Process Optimization

Programming: Python, SQL, R (Data Analysis); React, HTML/CSS (Web Development); Java, Apex (Enterprise Development)

Tools & Certification: Salesforce Certified Administrator, JIRA, Trello, Figma, Notion

WORK EXPERIENCE

Deloitte [Salesforce | Apex | SQL | Postman | Figma | JIRA | Trello | Communication | Process Optimization]

Taipei, Taiwan

Technical/ Client Solutions Consultant

Sep. 2022 – Aug. 2024

- **Secured buy-in for \$200K+ Salesforce implementation** and presented technical solutions to C-level executives and business users, projects by demonstrating clear business value alignment
- **Partnered with 30+ business stakeholders** across sales, finance, and operations teams to uncover pain points and map requirements to Salesforce capabilities, resulting in 10% faster sales cycles for global laptop manufacturer operating in 3 markets
- **Reduced client payment collection time 25%** through billing logic optimization (time & materials billing), aligning client expectations with project scope
- **Reduced quoting decision time 17% (45 to 37 minutes) for 30+ sales representatives and delivered enterprise dashboard solutions** including real-time profit analytics to enable faster deal closures and revenue generation
- **Led product operations for 100+ user platform, maintaining 99.99% uptime SLA** while managing 3-person client support team and resolving 10+ user issues weekly

VoteMate [User Research & Interview | Full-Stack Product Development | Wireframing | React]

Remote, NY

Product/ UIUX Engineer Intern

Jun. 2025 – Aug. 2025

- **Improved platform experience for 7.4K users** by translating qualitative insights from 5+ voter discovery sessions into product requirements addressing unmet needs in candidate comparison and party identification.
- **Contribute to \$50K seed funding milestone** by building 5 evidence-based user personas that informed feature prioritization and investor pitch narrative.
- **Achieving 40% improvement in user task completion**, by optimizing user workflows through A/B testing and iterative design,

Cognitive Analytics Lab - Dept. of Foreign Language & Literature [Excel | R]

Kaohsiung, Taiwan

Research Assistant

Sep. 2019 – Oct. 2021

- **Conducted quantitative behavioral study with 50+ participants**, analyzing performance patterns using statistical methods in R and Excel to identify trends that contributed to academic publication
- **Processed complex experimental datasets**, applying correlation analysis and hypothesis testing to uncover insights that informed research conclusions and recommendations

PROJECTS

Experts AI [Product Operations | Product Design | Product Roadmap | Figma | Jira]

Sep. 2025 – Now

- **Contributed operational support to CMU Swartz-backed startup** achieving top 10% ranking in Y Combinator Summer 2025 cohort, supporting AI-driven legal platform as a product designer
- **Optimized product workflow** for 3 key platform interfaces focusing on operational efficiency and user experience improvement in fast-paced startup environment
- **Established lightweight sprint cadence for early-stage startup**, balancing rapid iteration with structured backlog grooming to maintain engineering velocity

YouTube Comments as Corpus of Sentiment Analysis [Python | Pandas | VADER | NLTK]

Fall 2024

- **Analyzed user behavior patterns from 1K+ YouTube comments** using Python, VADER, and NLTK to measure public sentiment and inform content strategy recommendations