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PROFESSIONAL SUMMARY

Product Manager / Product Owner with 4+ years of PM experience, spanning health tech, fitness tech, and IoT/IoV B2B SaaS. Built and scaled a healthcare operations platform from 0 to 24+ facilities with 100% daily adoption, owning roadmap, stakeholder alignment, and delivery end-to-end through Agile sprint planning. Strong track record in data-driven decision making (GA4, Firebase, multivariate analysis), regulatory risk management, and cross-functional leadership.

WORK EXPERIENCE

AI-Assisted Podcast (Side Project) | **Co-founder / Host** Nov 2025 – Jan 2026 *Taiwan*

- Hosted and grew a podcast from 0 to 886K Reels views and 1M+ total Meta views in 83 days using LLM-assisted content iteration (completion rate, share rate, retention 36%→113%)
- Concluded the project after evaluating subscriber growth (600+) against ROI, applying the same kill-criteria used in product decisions

Career Break | **Camino de Santiago, full Camino Francés (780 km)** Mar 2025 – Jul 2025

Vanyi Group | **Product Manager → Product Owner** Nov 2021 – Mar 2025

B2B2C SaaS · Long-term Care / HIS / Health Tech · Taiwan

- Joined pre-launch as employee #15 (0 facilities live); built and scaled eBao (Staff App + Family App + Web Admin) from v1.0 to v3.0, growing to 24 facilities with a team of 4–8 through Agile sprint planning
- Validated eBao's build-over-buy decision via competitive pricing research (sole market alternative ~NT\$5,000+/month per facility, rising); avoided an est. NT\$4M+ cumulative subscription cost across 24 facilities over 3+ years
- Digitized 39.53/100 points of government inspection criteria across 6 cities, directly supporting facilities' regulatory license to operate; inspection reports auto-generated from daily records
- Designed medication management module that eliminated a manual process responsible for a real adverse drug incident, removing a recurring patient-safety and liability exposure
- Co-designed billing settlement logic with Accounting and Operations leadership, then automated it to trigger from care-staff check-in across an 8-level government care-rate schedule — driving 100% daily adoption across ~280 staff at 24 facilities (~NT\$24M/month in facility billing) with zero training required

xarefit | **Product Designer → Product Owner** Aug 2020 – Nov 2021

Fitness SaaS · Consumer App + Admin Backend · Taiwan

- Owned product roadmap for consumer fitness app (iOS/Android) ranked #45 in Taiwan App Store Fitness category, driving prioritization with the CTO and leading a 4-engineer team
- Shipped self-service membership postponement feature during COVID that eliminated 4,500 manual customer service requests within 10 days, saving 35+ customer service hours
- Designed and analyzed 2,359-questionnaire user research study using SPSS TwoStep clustering and CHAID decision tree analysis; discovered 50+ age cohort as highest-LTV segment (NT\$20,000+/month) and word-of-mouth as #1 acquisition channel (46.6%), reshaping acquisition strategy
- Redesigned homepage based on research findings: +17% overall page views, +50,000 group class views; initiated Firebase Analytics instrumentation that enabled all subsequent data-driven decisions
- Built end-to-end subscription and payment system supporting 5,500+ paying subscribers at NT\$600/month (~NT\$3.3M/month recurring revenue)

AUO, BenQ Group | **UI/UX Designer** Feb 2019 – May 2020

Automotive HMI · Internet of Vehicles (IoV) · Taiwan

- Designed automotive dashboard HMI in AUO's Internet of Vehicles (IoV) division within a ~30-person cross-functional team (20+ embedded engineers); named inventor on a granted design patent (Taiwan TWD211671S; also filed in China)

Qblinks | **UI/UX Designer** Apr 2016 – Sep 2017

IoT / Mobile Apps · Users primarily in US · Taiwan

- Designed and released 2 multilingual mobile apps (iOS/Android) for IoT industry with US-primary user base, improving App Store rating from 2.1 to 4.3

EDUCATION

National Taiwan University of Art | Bachelor of Visual Communication Sep 2010 – Jun 2014