

AI product and solutions professional combining business consulting, product management and enterprise AI delivery. Clarifies business needs and priorities with senior stakeholders, applies judgement on AI capabilities and delivery challenges, and also turns recurring project requirements into standard product capabilities.

Experience

NeosAI

Nov 2025 — Present

AI Product Lead

- Own the IDP roadmap, translating shared requirements from client delivery into standard product capabilities. Define core product, industry configuration and custom development boundaries, and prioritise development. Manage a team of approximately 10 across product development and client delivery.
- Identify business pain points and AI opportunities across manufacturing, tax and healthcare, assessing product fit and custom development needs. Develop solution architectures, PoC criteria, pricing structures and compute capacity estimates to help clients prioritise initiatives and assess investment.
- Led an engagement with one of Hong Kong’s leading specialist clinic groups, securing **US\$1 million in signed contracts**, with potential total contract value exceeding US\$3 million. Worked with executives and operations, finance and IT teams to agree a phased delivery plan, identify follow-on opportunities and expand the engagement from AI-OCR to a clinic management system (CMS) rebuild.

Ant Group

May 2024 — Aug 2025

Customer Experience & Consumer Rights · Industry Solutions

- Led development of Alipay’s mobility support assistant: analysed user intent, curated question–answer pairs, built evaluation datasets and established benchmarks. Designed intent-based agent workflows with MCP tool integrations and used evaluation results to refine responses and workflow logic, improving answer accuracy from **60% to 90%+**.
- Redesigned five priority support entry points, in-app service cards and routing rules based on customer queries and interaction data. Reduced transfers to human agents by **30%**, increased satisfaction with AI-assisted service by **20 percentage points** and improved entry-point click-through rates by **70%**.

Ping An Insurance Group

Feb 2021 — May 2024

P&C · Business Strategy & Digital Products (Jun 2022–May 2024)

Supported P&C digitalisation as a business strategy partner, designing and delivering products across underwriting and claims.

- Product innovation and customer acquisition:** Designed and launched bundled service and insurance offerings with an online platform to acquire small and micro-business customers at scale.
- Claims digitalisation:** Contributed to end-to-end claims redesign, embedding service scripts, response times and operating procedures into digital workflows to improve customer experience and efficiency while controlling costs and risk. The project increased productivity per employee by **20%** and reduced the complaint rate by **40%**.

Group Technology Innovation · Senior Strategy Analyst (Feb 2021–Jun 2022)

Assessed the group’s technology capabilities and researched frontline business needs to identify practical applications. Designed digital solutions and coordinated with technical teams to deliver them.

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Jul 2020 — Feb 2021

Analyst & Project Manager

- Conducted enterprise technology research and SaaS commercial due diligence. Interviewed **over 50 industry experts**, supported due diligence on **three companies**, and contributed to **three industry reports** to inform vendor selection and investment decisions.

HTC Vive

Jul 2018 — Apr 2020

Assistant Manager, Strategy & Operations

- Analysed the XR market and China business performance, preparing quarterly and annual reports for board presentations. Worked with sales, product and marketing teams to track key campaigns and strategic accounts.

Education

Renmin University of China · Bachelor of Laws, Political Science & Public Administration

2014–2018 · GPA 3.6 / 4.0 (Top 20%) · Outstanding Graduate

Professional Skills	Business discovery and solution design · Prioritise business needs; define solution architecture and PoC scope.	AI product and delivery · Assess AI feasibility, integrations and cost; plan delivery and product reuse.
	Prompt engineering and evaluation · Optimise recognition, extraction and agent prompts; improve outputs using test datasets, evaluation criteria and error analysis.	Applied AI tools · Use Codex extensively; led the design of an AI-native project management and development workbench.
	Languages: English — IELTS 7.5.	

Selected Projects

01 AI-OCR and Clinic Management System Modernisation

NeosAI · Project Lead / FDE

A leading Hong Kong specialist clinic group needed to modernise operations during rapid expansion. The engagement grew from document processing into an AI-enabled CMS rebuild.

- Mapped medical, financial and operational document workflows and selected recognition and validation as the initial AI use case. Led an on-premises AI-OCR rollout, integrating recognition, validation and filing into daily workflows.
- Built on the initial engagement to drive a clinic management system (CMS) rebuild, defining scope, product architecture and delivery phases. Led the team in using AI-assisted coding to map the existing SaaS system's business logic, upgrade the architecture and integrate AI into key workflows. The team completed **core functionality across six operational areas and 20+ modules in 2–3 months**, including reception, consultations, pharmacy, laboratory and billing, and conducted cross-role workflow validation.

02 IDP Product Strategy and Productisation

NeosAI · Product Lead

Healthcare and trade-document projects had different requirements, making one-off customisation costly. The product needed a reusable core that could accommodate industry-specific needs.

- Mapped shared and industry-specific requirements across projects, turning document recognition, data linking, validation and workflows into reusable components, with configuration and client-specific integrations handling the differences.
- Developed industry solutions from delivery experience, clarifying what could be reused and what required new development in subsequent engagements, and supported expansion into further industry use cases.

03 Hong Kong IRD: AI Solution Design and Demo

NeosAI · Pre-sales Solution Design and Prototyping

Owned solution design and demo development for a tax engagement where AI use cases and implementation scope were initially unclear.

- Combined client discovery, tax-process research and industry best-practice analysis to identify pain points and priority use cases, then designed the solution architecture and integration approach.
- Built a demo of the proposed workflows and used scenario walkthroughs and client feedback to translate broad expectations into concrete processes, progressively clarifying requirements and implementation scope.

04 Alipay Mobility: AI Support and Human Escalation

Ant Group · Agent Workflow Design, Operations and Service Design

Mobility support covered both information requests and service actions, requiring clear routes between automated and human support.

- Built intent-specific agent workflows with MCP tools for determining responsibility, issuing coupons, querying orders and accessing user tags. Used real question–answer pairs to create test cases and benchmarks, identifying failures in knowledge, responses and workflow logic to guide improvements.
- Designed support entry points, in-app service cards and escalation paths as a single customer journey. Defined responsibilities and handoff criteria for AI, support agents following standard operating procedures, and specialist agents, routing each request to the appropriate support tier.

05 Enterprise Claims Analytics Platform

Ping An P&C · Project Lead

Managers varied in analytical experience and approach. They needed a consistent way to spot performance issues, investigate causes and decide what action to take.

- Interviewed managers at headquarters and regional offices, mapping **three business domains and 14 core KPIs** and their drivers into a common framework for performance tracking and root-cause analysis.
- Designed and launched an executive dashboard for tracking targets, diagnosing exceptions and recommending actions, turning the framework into a day-to-day management tool. After launch, **over 95% of target managers actively used the executive dashboard**.

06 Digital Risk: Drink-driving Detection

Group Technology Innovation · Workstream Lead

- Drew on frontline research and claims analysis to define drink-driving detection needs, assess relevant in-house technology and identify risk indicators and detection rules. Developed the product solution and coordinated with technical teams to launch the model and refine it over time. The model contributed **over RMB 10 million in annual loss reduction**.