

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 and cross-industry AI pre-sales; turn recurring client requirements into standard product capabilities and manage a team of approximately 10 across product development and delivery.
- Developed relationships with executives and business teams at a leading Hong Kong specialist clinic group, expanding the engagement from AI-OCR to a CMS rebuild and securing **US\$1 million in signed contracts**, with potential total contract value exceeding US\$3 million.

Ant Group

May 2024 — Aug 2025

Customer Experience & Consumer Rights · Industry Solutions

- Led development of Alipay’s mobility assistant, covering intent analysis, question–answer pairs, evaluation datasets and benchmarks. Designed agent workflows with MCP integrations, support entry points, cards and escalation rules.
- Improved answer accuracy from **60% to 90%+**, reduced transfers to human agents by **30%** and increased satisfaction with AI-assisted service by **20 percentage points**.

Ping An Insurance Group

Feb 2021 — May 2024

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

Business strategy partner for P&C digital products.

- Product innovation:** Launched bundled service and insurance offerings and an online platform for small and micro-business customer acquisition.
- Claims digitalisation:** Contributed to workflow redesign as a core team member; 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)

Matched existing technology capabilities to frontline business needs, designed digital solutions and coordinated with technical teams on delivery.

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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.

Selected Projects

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|--------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Clinic Group AI Transformation | Led on-premises AI-OCR deployment and the subsequent CMS rebuild, using AI coding tools to deliver core functions across six operational areas and 20+ modules.                                        |
| IDP Product Strategy           | Turned shared project requirements into reusable components, with industry configuration and client-specific integrations handling differences; developed industry solutions from delivery experience. |
| Hong Kong IRD Solution         | Turned an open-ended AI brief into a solution architecture and working demo, using tax industry research to clarify requirements and implementation scope.                                             |

Education

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

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

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