CHOW CHUN YEUNG

AI PRODUCT MANAGER

PROFILE

AI Product Manager with 6+ years across consulting, B2B SaaS, and AI product building. I turn ambiguous problems into shipped product, designing systems where rules, LLMs, and ML work together, and running discovery and stakeholder alignment to get there. I build and ship frontend directly when it speeds up early validation.

SKILLS

AI & Product
AI product management, LLM integration, ML/rule-based hybrid systems, workflow automation, prompt evaluation, human-in-the-loop design, AI-assisted development, AI use case discovery, AI governance

Product Management
Product discovery, Agile/Scrum, OKRs, A/B testing, backlog management, stakeholder alignment, go-to-market, MVP development, PSPO I certified

Analysis & Facilitation
Requirements elicitation, stakeholder workshops, user story writing, business process modeling, personas, journey mapping, product roadmapping

Data & Technical
SQL, REST APIs, Mixpanel, Jira, Confluence, Miro, ClickUp

Design & Prototyping
Figma, React/Next.js prototyping (shadcn, Ant Design), AI-assisted frontend delivery (Claude Code, Cursor)

Languages
English, Mandarin, Cantonese

GET IN TOUCH

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PROFESSIONAL CAREER

Enprose

Co-Founder & Product Manager | 2024 - Present

- *Built and shipped an AI decision engine combining rule-based logic, LLMs, and ML, now processing 1,000-3,000+ automated decisions daily at >85% human-benchmark accuracy.*
- *Led product strategy and discovery for an enterprise workflow-automation platform, running pilots with 3-4 enterprise customers and defining success metrics with client leadership.*
- *Shipped core frontend modules end-to-end using AI-assisted development (Claude, Cursor), from UX design to React/Next.js, reducing engineering dependency for early-stage validation.*
- *Designed UX for a hybrid AI system (rules + LLM + ML), making complex automation accessible to non-technical business users.*
- *Consulted enterprise customers across security and VC/recruitment verticals on AI adoption roadmaps, identifying use cases and measuring success through KPI-driven optimisation.*

TablePointer

Product Manager | 2023 - Present

- *Increased sales conversion by 20% by building a savings estimation tool using 12 months of historical client data.*
- *Saved 7+ man-hours/month by improving the F&B dashboard to automate equipment energy tracking.*
- *Reduced installation time by over 25% by refining operational processes across 2+ countries, supporting deployment scalability.*
- *Led a phased rollout for Japan market entry, sequencing hardware, firmware, and platform changes for local voltage standards across engineering, operations, and logistics.*
- *Managed outsourced platform development with external vendors, coordinating testing, delivery, and feature releases.*

Sabisu

Senior Business Analyst / Product Manager | 2022 - 2023

- *Conducted director-level discovery sessions to frame business problems and translate strategic priorities into a sequenced solution roadmap.*
- *Drove the story-writing cycle from discovery through to acceptance criteria, running refinement and sprint planning to keep the backlog 2 sprints ahead.*
- *Reprioritised the roadmap based on gap analysis between product positioning and enterprise customer needs, re-engaging stalled accounts.*
- *Onboarded and mentored a junior PM on backlog management, story writing, and refinement facilitation.*

PROFESSIONAL CAREER

Synpulse

Business Analyst / Consultant | 2022 - 2022

- *Embedded as BA/consultant on the Trust Bank digital banking project (Singapore's first MAS-regulated digital bank), gathering requirements with product owners and unblocking stalled features.*
- *Mapped as-is and to-be business processes for banking features (insurance, PayNow, fraud step-up, rewards), giving the team a shared reference for scope decisions.*
- *Resolved a scope dispute where the insurance product owner sought to add upsell flows into onboarding, aligning stakeholders on a scoped-down approach that preserved UX.*
- *Advised UI designers on prototype feasibility, validating designs through concept testing before handoff to development.*

Interrobang

Product Consultant (Concurrent, Project-Based) | 2019 - 2022

- *Led product workshops with enterprise clients (including BreadTalk and BIPO) to define product vision, requirements, and priorities.*
- *Ran competitor analysis across business models, value propositions, and UX to surface risks and shape product direction.*
- *Created UX concepts and guided UI designers from sketches to validated prototypes, including an e-wallet and food-pickup ordering app with loyalty.*
- *Set milestones and timelines, coordinating stakeholders, designers, and engineers through delivery.*

SensorFlow

Product Manager | 2020 - 2021
Associate Product Manager | 2019 - 2020

- *Reduced infrastructure costs by >50% by spearheading platform re-architecting efforts.*
- *Reduced customer onboarding time by >30% by building internal tools that streamlined processes.*
- *Led a discovery project with 50+ participants in partnership with a customer-experience consultancy.*
- *Defined the MVP roadmap for 2 new products, aligning priorities across internal and external stakeholders.*
- *Improved and maintained an IoT product helping hotels cut energy use by automating air-conditioning.*

Chocolate Origin

Marketing Manager | 2019

- *Aligned stakeholders on brand vision and goals*
- *Developed and drove the launch of a new sub-brand and oversaw the launch campaign*
- *Engineered new menu mechanics*
- *Achieved marketing and sales goals by collaborating and negotiating with partners such as Fave, Grab, Deliveroo, etc.*
- *Compiled and analysed sales reports which informed marketing tactics*
- *Conceptualised and executed marketing initiatives for online and offline channels*
- *Conducted food trends research for R&D*
- *Launched new products*
- *Provided marketing and PR support for new store openings*
- *Provided art and creative direction for marketing campaigns*
- *Arranged and hosted media tastings and PR events*

Shangri-la Hotel, Singapore
Shangri-la's Rasa Sentosa Resort & Spa

Graphics Designer | 2013 - 2019

- *Provided design support for F&B outlet logos, festive collaterals and room collaterals.*
- *Proposed branding solutions to F&B outlets, wedding shows and other events.*
- *Provided Marketing and Public relations support for diplomatic events, luxury events and media activities.*
- *Content generation for social media and website.*
- *Hosted media tasting and events.*
- *Proposed art and creative direction for campaigns.*
- *Directed photo and video shoots for local and global projects.*

CERTIFICATION

Professional Scrum Product Owner™ I (PSPO I)

EDUCATION HIGHLIGHTS

Temasek Polytechnic
Diploma in Visual communication

Innova Junior College