

Product Manager with a decade of full-stack engineering depth, specializing in enterprise AI integration for mission-critical government systems. I ship human-in-the-loop agents and LLM-powered workflow automation — bridging model performance, system scalability, and ISO 27001/27701 compliance into measurable business outcomes. Currently own the product strategy for Taiwan's leading official document system serving 300+ organizations.

EXPERIENCE

Galaxy Software Services Corp.

2016 – Present

Product Manager / Product Owner

Jul 2024 – Present

- Strategy & Growth:** Own the roadmap for Taiwan's #1 Official Document System (60% market share), more than doubling annual product revenue.
- AI Leadership:** Architected and shipped Agentic AI capabilities — RAG-driven drafting, ML routing with 85–95% accuracy — into regulated, on-premise environments for 400+ government and enterprise clients.
- Execution:** Lead 10+ cross-functional members, balancing deep enterprise customization with long-term platform scalability and ISO 27001/27701 compliance.

Product Development Manager

Nov 2023 – Jul 2024

- Productization:** Orchestrated AI Research, Engineering, and Presale teams to embed LLM/NLP-driven document generation into the core product, converting R&D prototypes into shippable features.
- SaaS Architecture:** Directed secure Azure-based SaaS platform (VITAL-OD), expanding the customer base to NGOs, NPOs, and smaller agencies with ~50 new organizational subscribers per year.

Software Designer & System Analyst

May 2021 – Nov 2023

- Technical Architecture:** Designed modular systems using Domain-Driven Design (DDD) and implemented the platform's first AI-powered semantic search using OpenSearch and vector embeddings.
- Security & DevOps:** Built full DevSecOps pipelines (SAST/DAST/SCA) and delivered TW-FidO digital signature and encrypt/decrypt features for compliance.

Software Engineer (Junior → Senior)

Jun 2016 – May 2021

- Built a browser-based WYSIWYG editor for regulation-compliant official documents — now the core editing experience for 300+ organizations and sold standalone to external clients.
- Add first AI feature ML recommendation to the product (2019), expanding AI capabilities within the platform. Full-stack delivery across .NET, SQL Server, TypeScript, and Kendo UI.

FEATURED PROJECTS

SPEED — Product Manager

Enterprise document workflow platform — Taiwan's market leader for official inter-agency correspondence, approval routing, and document digitization.

300+ org clients · 60% market share · 2x revenue growth · ML routing
85–95% accuracy

VITAL-OD — Product Manager

Cloud-native SaaS edition on Azure with free-trial-to-subscription model, automated email-to-system OCR ingestion, and multi-tenant architecture.

~50 new org subscribers/year · Expanded to NGOs, NPOs, small agencies

SKILLS

Product Strategy System Design PRD / Spec Writing
AI Agent Design LLM / RAG Agile / Scrum DevSecOps
DDD .NET TypeScript SQL Server Azure Docker
OpenSearch

EDUCATION

National Taiwan University 2014

Bachelor's degree, Plant Pathology and Microbiology

CERTIFICATIONS

- AZ-104, AZ-204, SC-900, DP-300 Microsoft
- Certified in Cybersecurity ISC2
- Cybersecurity Professional Certificate V2 Google
- Certified ScrumMaster Scrum Alliance
- TOEIC Gold Certificate
- JLPT N3