Jason Manson-Hing

Product Manager, Systems Design Engineer
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SKILLS

Development Languages: JavaScript, Python, MongoDB, HTML, CSS, PHP, SQL, Java, C++, R, MATLAB
Tools / Frameworks: React, Node.js, Angular, Backbone.js, Gulp, Tornado, Postgres, Express, Electron, Webpack, Sass, Docker
UX / UI Design: Photoshop, Illustrator, InVision, Sketch, Premiere, After Effects, Lightroom, Sony Vegas, Cinema 4D

EXPERIENCE

Product Manager (Application Performance Monitoring) – *Datadog Inc.*, New York, NY   May 2018 – Apr 2019
- Documented business health by developing interactive dashboards to **visualize key metrics** including revenue and churn risk
- Launched Node.js tracing library from end-to-end, including feature planning and prioritization, beta testing directly and iteratively with key customers, press release coordination, and post-release adoption and customer growth analysis
- Reimagined product overview and documentation to optimize for both **new user acquisition** and existing user satisfaction
- Performed extensive **competitor and consumer analysis** to inform new product features and the long-term product roadmap

Product Manager (Reservations) – *Yelp Inc.*, San Francisco, CA   Aug 2017 – Dec 2017
- **Increased conversion rate by 13%** on Android by introducing a more intuitive, actionable core booking experience
- Exposed reservation availability directly in search results on iOS, **increasing conversion rate by 11%**
- Pioneered, documented, and led a **user research initiative** to better understand Yelp Reservations users
- Coordinated with cross-organizational teams throughout the feature lifecycle to streamline processes including spec writing, prototyping and design, A/B test planning, overhead and execution, and post-release KPI and impact analysis

Full-Stack Software Engineer (Platform) – *Wish (ContextLogic Inc.)*, San Francisco, CA   Jan 2017 – Apr 2017
- Prototyped a **neural network** based image classifier with **PyTorch** that uses **computer vision** to automatically categorize new merchandise based on the product's images for a potential savings of **$2.5M+/year**
- Developed a search bar for canned responses to improve ticket handling efficiency, resulting in a **5% GMV increase**
- Implemented live chat support for merchants using the platform, resulting in over a **90% increase in CSAT**
- Made **data-driven decisions** to enhance platform usability using **Python (Tornado)**, **MongoDB**, and **Backbone.js**

Software Engineer (Yahoo Messenger) – *Yahoo! Inc.*, Sunnyvale, CA   May 2016 – Aug 2016
- Improved marketability and user retention by implementing new features in **React (Fluxible)** and **Node.js (Express)**
- Developed a cross-platform desktop client using **Electron** that successfully replaced the existing legacy service
- Assessed and proactively improved the ease of use and **accessibility** of the UI for keyboard and screen reader users
- Conducted **user studies** alongside product managers to collect data and metrics to optimize product direction

PROJECTS (See more at jasonmh.me)

"Build with Boba" – CSS Framework   Mar 2017 – Present
- Designed and developed a flexbox-based, **modular CSS design framework** using **SASS** and **Gulp**
- Implemented a **CI/CD pipeline** using **CircleCI** to automatically deploy builds to a self-hosted **Dokku** instance on Linode to streamline the collaboration process and make release cycles more efficient
- Created over 40 pages of documentation to support **more than 1000 users** of the framework

Pokédex Project – Full-Stack Web Application   Mar 2017 – Present
- Architected a **Postgres** database to store Pokémon data scrapped using **Node.js** for efficient read access
- Implemented a responsive frontend with **React (Redux)** and a **Node.js (Express)** backend to handle database queries

Surge – Google Chrome Extension   Jul 2015 – Present
- Reimagined a new tab dashboard, focusing on productivity and minimalism using **material design UI/UX guidelines**
- Wire-framed, developed, and published the extension with **over 700 daily users** using **AngularJS** and **Gulp**

EDUCATION

Systems Design Engineering with Option in Management Sciences, *University of Waterloo*   2014 – 2019