

# YANG-CHENG CHEN

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## Experience

### Independent Projects

2026 - Present

- Completed ERP integration milestones as contractor (Jan–Feb)
- Designed a productivity system with AI coding agents — context architecture and skill files that let agents manage projects, track decisions, and resume work across sessions ([Link](#))
- Made the product call to pivot a couples expense app from traditional UI to agent-first — a database schema and an agent skill replaced the full backend ([Link](#))

### Product Manager @Autopass

2024 - 2025

#### Financial Restructuring (IPO Readiness)

- Designed transaction-level reconciliation and payment/remittance reconciliation logic across multiple business lines with different accounting rules — defined system vs. ERP boundaries, replacing lump-sum tracking with record-level records across 2M+ monthly data points
- Managed cross-team delivery: internal engineering, finance, and Digiwin T100 ERP vendor — owning integration specs, vendor development, and SOPs. First full audit validated the new system by surfacing systematic errors invisible under the old approach

#### Loyalty Point Redemption

- Owned product for a new revenue stream — loyalty points as a payment method within the existing platform. Designed business logic, user binding flow, and the full product roadmap
- Managed partner pipeline (Cathay, FamilyMart, Hami) and integrations — coordinating across external partners, engineering, CS, marketing, and PR. Expanded to 4 partners in 5 months
- Drove post-launch growth through user research, feature iterations, marketing campaigns, and push experiments. 17K unique bindings, ~700K NTD redemption volume

### Regional Billing & Revenue Lead @inline

2024

- Managed the full billing lifecycle, from invoice generation to revenue recognition, ensuring accuracy and compliance with company policies and financial regulations
- Played a key role in the implementation and management of Salesforce and Zuora, driving automation and integration with other business systems

### Operations Associate → Team Lead (ShopBack Mart) @ShopBack

2019 - 2023

- Supported the launch of ShopBack Mart with Regional GM, then built commercial operations from the ground up as the first and sole team member; automated core workflows (70% reduction in offer creation, 80% in finance ops) to free capacity for higher-leverage work
- Grew and led a team of 4 — shifted from building to designing workflows, data-driven decisions, and enabling the ops team

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## Skills

| Product Strategy • Cross-functional Leadership • Financial Operations • Data Analysis • Vendor & Partner Management  
| Claude Code • Agent Skills • MCP • Context Management • Prompt Engineering • Vibe Coding

## Languages

| Taiwanese Mandarin • English

## Education

**National Taiwan University** 2014 - 2019  
Bachelor of Arts in Anthropology