

We helped Lucy overcome her job search challenges and get her dream job!

»»» Here's what she had to say about our work:



Xiaochang(Lucy) Liu - PMP · 2nd

Product Technical Program Manager @Meta |
PMP Certified

November 18, 2019, Xiaochang(Lucy) was
Nashmia's client

I had a great experience working with Nashmia with my resume updates. She is very organized and prepared, asked me great series of questions not only helped with my resume update , but also prepared me with potential questions I might got asked during the actual interview.

She will go extra mile to make the work happen, I had a supper short notice to have my resume updated , and Nashmia took the extra mile to make it happen.

And the resume helped me got my dream job

Warning: The following pages have been saved as images in order to protect Lucy's work as well as our work from being copied and indexed. As a result, uploading this exact file into an Applicant Tracking System will not work. If you are interested in hiring her, please email us at contact@careertuners.com.

Lucy's backstory:

She was targeting Technical Program/Project Manager roles. She was getting pigeonholed for contractor roles due to her consulting experience. Moreover, her resume failed to represent her expertise, wasn't ATS-compliant, and got no responses.

In addition to using an ATS-friendly format, we:

- 1 Created a strong first impression in the top section of the resume. Aligned her personal brand with employer needs.
- 2 Took the attention away from her consulting career with strong achievements. Highlighted key projects.
- 3 Optimized the resume with relevant keywords and added a skills table.

Where is Lucy now?

Soon after the resume revamp, Lucy got a technical program manager job at Splunk Enterprise. She came for a resume update in 2019 and secured a program manager job at Meta/Facebook.

Currently, Lucy serves as a technical program manager at TikTok. Satisfied with our services, she referred her husband and a friend to upgrade their resumes as well.

Lucy Liu <xiaochang2828@hotmail.com>

to Fatemah ▾

Hi, Fatemah

Thank you and Nashmia very much for helping me out with the resume. It looks great. 10 time better than what I have before.



Here's the resume we made for her:

XIAOCHANG (LUCY) LIU

510.926.7777 | xiaochang2828@hotmail.com | San Jose, CA 95123 | [linkedin.com/in/xiaochang-lucy-liu-pmp-3285635](https://www.linkedin.com/in/xiaochang-lucy-liu-pmp-3285635)

Drives success through effective technical program management, transformative solutions, and executive plan implementation.

Roadmap Development | Agile Methodologies | Cross-Team Alignment | Software Development Life Cycle | PMP

- **Efficiency Enhancement:** Saved 600 labor hours/week by leading AI/ML tool creation to identify hate speech and match appropriate, specialized content reviewers according to detected content scope. Reduced Facebook's labor costs.
- **Technical Project Management:** Reduced showstopper bugs to 0 and completed Splunk's software build ahead of deadline by leading a shift from Waterfall to Agile methodologies. Supported maintenance release cycle for resolution of minor bugs.
- **User Experience Improvement:** Boosted Realtor.com app rating from 2 to 4.8, winning the 2018 Gold Stevie Award in Real Estate category, by incorporating user feedback and resolving key problems. Collaborated with the Market Research team.

Portfolio Management
Software Development Life Cycle
Vendor & Requirements Management

Release Experience & iOS Development
UX & Information Design
End-to-End Product Development

Cross-Functional Collaboration
Software Engineering Leadership
Business Analysis

PROFESSIONAL EXPERIENCE

Sr. Systems Project Manager (Equivalent to **Program Manager**), Facebook

05/2019 – Present

Upheld Facebook, Instagram, and WhatsApp community integrity by building and improving support experiences, Artificial Intelligence (AI) detection systems, and human review systems for the timely recognition and removal of malicious content. Led the end-to-end development and implementation of technical solutions and review platforms. Ensured adherence to community guidelines as part of the Global Operations team; collaborated with software delivery, operations, and data science teams. Led a complex, distributed team of 6, including product managers, data scientists, developers, and engineers. Implemented formal product documentation and governance procedures. Proactively mitigated risks.

Technical Program Management

- Freed up human resources to review only critical violations by auto-closing 40% user complaints. Identified trivial reports by leading the development of ML classifiers to replace the first-in, first-out (FIFO) method.
- Improved detection of and enforcement against extremist content by leading the development of an AI tool which ensured accurate decision-making by automatically selecting multiple review mechanisms for highly sensitive content.
- Ensured AI/ML tools worked as expected by closely monitoring both tool and review team performance; increased key metric visibility by developing dashboards in collaboration with the data science team. Troubleshooted bugs.
- Prevented extended visibility of content in violation of guidelines by harmonizing auditing processes and implementing override rules for conflicting cases; enforced immediate content removal and offline reviews.

Technical Leadership & Process Improvements

- Boosted new tool adoption by advocating for products internally; generated company-wide buy-in.
- Eliminated product backlogs and improved internal customer onboarding by designing and implementing a standardized enrollment process and a user interface for self-serviced onboarding; pre-clarified user requirements; developed use cases.
- Maintained high customer satisfaction rates by gathering and translating user requirements, developing user stories, and creating high-quality, customized solutions. Led A/B testing.
- Went above and beyond job duties by filling resource gaps; troubleshooted and modified back-end code. Used proprietary querying and software development tools.

Program Manager, Splunk Enterprise

01/2019 – 05/2019

Spearheaded a successful software release for company's key enterprise product. Ushered team through Agile software development lifecycle; documented progress. Led 9- and 5-member workload management and back-end clustering and maintenance teams. Managed onsite and offsite resources. Advanced projects with vague scopes; influenced process changes.

- Boosted productivity by empowering team to overcome lack of software development predictability in terms of schedule and scope; implemented Agile estimation tools, including Story Points. Generated developer buy-in.
- Kept software release on track and increased executive and development team visibility into project goals, progress, and problems by creating a standardized, comprehensive dashboard; product still in use.

- Transferred data from JIRA to Splunk while retaining data integrity and usefulness by taking the initiative to master the Splunk Search Processing Language (SPL); underwent Splunk product training.
- Fostered team collaboration and planned improvements for future software releases by facilitating sprint retrospective meetings. Boosted morale by addressing development challenges and setting realistic goals.

Senior Program Manager, Realtor.com

06/2016 – 01/2019

Oversaw quarterly planning and strategic roadmap development for 5 core cross-functional programs simultaneously, including Mobile, Mortgage, Enterprise Platform, and SaaS programs. Managed cross-functional projects from planning to execution to GTM stages. Supervised product roadmap research and implementation; built PMO best practices, including end-to-end process management and policy and procedure development. Worked directly with developers, QA, QE, and project managers. Resolved company-wide conflicts arising due to an absence of centralized roadmap.

Technical Program Management

- Increased revenue by \$15M by initiating and leading a lender co-marketing project to partner lenders and realtors; collaborated with 9 cross-functional teams. Formed the developer team and made comprehensive project plans.
- Improved velocity metric for trends/quarter from 20% to 80%+ for all teams by resolving project planning and completion issues. Eliminated production bugs and maintained bug-free status for all applications.
- Shortened planning cycle by 66%; eliminated companywide resource and dependency conflicts through quantified, centralized, and strategically aligned project prioritization; implemented AHA! and Shore.
- Mitigated instability and resource allocation challenges for "My Home," a \$3.5M revenue program; maintained momentum; filled gaps through adaptive problem-solving. Sped up new team member onboarding through training as Scrum Master.
- Identified and suggested improvements for poor vendor utilization rate, only 60%, of 200 vendors via data analysis.
- Revived and delivered a 12-month delayed project by proposing a dedicated team approach and recommending a limited release in key states; finished development in < 3 months; reduced scope size for smaller release.

Technical Leadership & Process Improvements

- Improved Mortgage team's morale and ensured strategic alignment by partnering with market researchers and business sales professionals; leveraged professional relationships. Organized team-building and brainstorming sessions.
- Minimized legal violations and miscommunications by ensuring all compliant releases were communicated to the National Realtor Association. Streamlined release announcement process by utilizing JIRA and making centrally accessible templates.
- Achieved execution excellence through Agile practices and fine-tuning apps; managed 12+ mobile app team members.
- Prevented disputes and achieved consensus amongst developer teams through issue documentation and meetings.

Senior Project Manager, Ciber Inc.

07/2014 – 06/2016

Oversaw and drove success for a \$3M project; converted digital assets for the 2nd largest generic and specialty pharmaceutical company's 200+ global acquisitions into a cohesive platform. Interacted with client's global project teams to define project scope and requirements, manage budget, schedule, risk, resources, and procurement.

- Played an instrumental role in winning the \$3M platform consolidation project; presented the winning bid.
- Led global cross-functional teams through 4 website launches, including the main website; used Agile methodologies.
- Ensured content compliance with pharma regulations and on-time project delivery by developing thorough project plans, setting clear expectations, and developing a template for the required information.
- Won 2nd place out of 50 international teams for an IT healthcare solution at two-day Hackathon hosted by a key client.
- Established clear client communications by simplifying documentation and presentations.

Scrum Master & Product Analyst, Teletracking Technologies

09/2013 – 07/2014

Converted a legacy product into a cloud-based patientcare support product in collaboration with 7 developers, the external client, and the product owner. Led product research, requirement collection, and business/use case, and roadmap creation. Reviewed and evaluated UX prototypes, tech design, domain model, architect design, and test plans. Met tight deadlines.

- Increased 5-year contract renewal rate by 50% for existing customers. Reduced costs significantly, increased data security, and enhanced market competitiveness by upgrading legacy product to cloud and reducing data maintenance costs.
- Trained 7-member team on Scrum and standard Agile practices. Performed detailed team planning and task scheduling.

Senior Business System Analyst, SDLC Partners

08/2012 – 09/2013

Xiaochang (Lucy) Liu | Page 2 | 510.926.7777 | xiaochang2828@hotmail.com | [linkedin.com/in/xiaochang-lucy-liu-pmp-3285635](https://www.linkedin.com/in/xiaochang-lucy-liu-pmp-3285635)

Led 3 Business Analysts through product analysis and solutions for the redesign of a web-based health insurance retail platform.

- Achieved 100% positive feedback from ~30 volunteer users at the redesigned web portal's soft launch; simplified design requirements and improved navigation through the use of data analytics.
- Made and executed shop portal from scratch in collaboration with internal and external design experts; specified and met requirements and achieved UX design excellence, simplification, and superior usability.

Project Manager Consultant, Dealer Tire

03/2011 – 08/2012

Led project team and managed \$1M+ budget; developed and implemented a web-based Oracle BI dashboard company-wide. Planned and executed project; performed validation testing and documentation.

Sr. Business Analyst Consultant, Ernest & Young

09/2010 – 03/2011

Improved internal auditing by providing business system analysis with design and functional specification documentation. Elicited and managed project requirements by collaborating with VP of Audit Department, stakeholders, and project team.

Product Analyst Consultant, Highmark Inc.

02/2010 – 08/2010

Identified and corrected non-conformance for projects and teams by conducting SDLC analysis. Helped PMO Director by standardizing business requirements template. Enabled easier contractor-tracking by collating information for thousands of contractors into an organized database.

Project Coordinator Consultant, JP Morgan Chase

02/2008 – 01/2010

Performed release management and troubleshoot migration issues for the rewriting of a global mortgage service platform. Developed release schedule and maintained project plan. Coordinated change management by hosting weekly change meetings.

Business System Analyst Consultant, Bank of America

06/2007 – 01/2008

Streamlined decision process for asset purchases and ensured profitability by creating a pricing model. Conducted product requirement analysis; collaborated with the Finance Director and business analysts.

EDUCATION

PMP Certification, Project Management Institution

2016

Bachelor of Science, Finance, Saint Cloud State University

2006

And here's the resume she was using before she worked with us...



XIAOCHANG (LUCY) LIU, PMP, GC

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SUMMARY

- Focused and dynamic technology program manager with years of solid experience to plan & deliver complex programs/projects at large companies as well as high growth startups
- Confident and energetic, experienced in leading cross-functional teams to surpass organizational objectives effectively in a fast-paced environment
- Excellent communication, problem solving and analytical skills; Ability to express complex concepts in plain language to reach broader audiences; attention to detail

WORK EXPERIENCE

06/2016 – Current
Santa Clara, CA

Sr. Program Manager, Realtor.com (A NewsCorp Company),

- Drive the success of various highly visible initiatives and complex cross-functional projects from planning, execution to GTM (go to market)
- Manages core programs including Mobile, Mortgage, Enterprise Platform and SaaS program in the area of roadmap, project management, timely status reports to various levels of stakeholders. Identify and remove impediments, manages risks, orchestrate the efforts of cross-functional teams to executive with excellence
- Mobile program (iOS & Android Apps for realtor.com) won 2018 Gold Stevie Award in the Real Estate category
- Research and implementation of program road map planning and portfolio management system, which is used company wide with strategic impact
- Part of Program Management Office (PMO) to building PMO best practices and process improvements including ownership of end-to-end process management and policy and procedure developing and improvement

7/2014 – 06/2016
Pittsburgh, PA

Sr. Project Manager, Ciber Inc. Digital Marketing Division

- Managed and responsible for the delivery and success of highly visible projects including App development, websites with CMS capability of a global pharmaceutical company, with multi-million budget yearly.
- Responsible in the areas of project scope & requirements, solution architect, SOW, project management, resource management, budget forecast & monitoring, client relationship, change management.
- Worked directly with client's global project teams in US, Europe and Asia to produce requirement and design, manage budget, schedule, risk and procurement.
- Participated in sales pursuits with senior account managers and engagement managers.

09/2013 – 07/2014
Pittsburgh, PA

Scrum Master/ Product Analyst, Teletracking Technologies

- Led product research of an on-demand cloud based patientcare support product with mobile apps.
- Collaborated directly with product owner, Dev team, and external clients to develop business case, product vision, strategy, business requirement and product road map.
- Review and evaluate UX prototypes, tech designs, domain model, architect design

The two-column format caused issues with ATS parsing...



08/2012 – 09/2013

Pittsburgh, PA

and test plans.

- Collaborated with architect and Subject Matter Expert to re-define corporate domain model and overall business process modeling.

Sr. Business System Analyst, SDLC Partners

- Led product analysis & solutions for re-design of a web-based customer facing health insurance (Highmark BlueCross BlueShield) retail platform's senior compare & shop portal development and implementation from scratch, once launched
- Collaborated with internal and external design experts to ensure simplification of proposed solutions to meet requirements including emphasis on superior usability and UX design.

06/2007 – 08/2012

Cleveland, OH

Columbus, OH

Project Manager & Product Analyst consultant, Various Companies

Dealer Tire – Cleveland, OH

- Led the project team to develop and implement a complex, highly integrated, web based Oracle Business Analytics dashboard for internal departments and external OEM customers with \$1+ million budget.
- Project management in the areas of initiating, planning, executing, monitoring & controlling and closing projects.
- Collaborated with business stakeholders and project team for requirement gathering, validating and documentation.

Ernst & Young- Cleveland, OH

- Provided business system analysis with detailed design and functional specification documentations.
- Collaborated with business stakeholders and project team for requirement elicitation, business analysis documents creation and requirement management.

JPMorgan Chase – Columbus, OH

- Key member of a global mortgage service platform re-write project's release team to perform enterprise release management and coordinate change management and troubleshooting migration issues.
- Assisted VP of release management office to develop release schedule and maintain project plan.

SKILLS

Project & Program Management, PMP, Portfolio Management, Business System Analysis, Agile Practitioner, SDLC, Solution Architect, CMS, UX & Information Design, e-Commerce, Web Technologies, Software Development, App Development, SaaS, Healthcare, Digital Marketing, Product Research, Roadmap, Business Case, Requirement Management, User Story, Enterprise Applications, Functional/ IT Testing & UAT

CERTIFICATION

2016- current

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EDUCATION

2006

Bachelor of Science, Finance, Saint Cloud State University, MN, USA

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