May See Macy So

mso7@bu.edu | 212-444-8923
Github | **LinkedIn** | **Website**

EDUCATION

Boston University, BA - Computer Science   December 2023
Leadership: Co-Director of Ignite Student Council, Founder at PMReady, Logistic Director at TechTogether Boston

EXPERIENCE

Microsoft   **Redmond, WA**
Technical Program Manager Intern   May 2023 - August 2023
- Analysed and synthesised **10+ internal training guides** to identify the target market, conducted **5 user interviews** to drive new insights to confirm project assumptions and discovered current research gaps to propose new research
- Collaborated with UX designer, content writers, and engineers to define project scope, weekly goals, and deliverables while prioritising features with engineering cost and customer impacts within a **3-months** time frame
- Documented project deliverables, including design specifications, requirements, acceptance criteria, and drive development on feature engineering and tracked project timeline along with scheduled quarterly timed releases
- Established key performance indicators (KPIs) and metrics to measure the effectiveness of feature engineering efforts, tracking and reporting on the impact of feature engineering forecasted for an **increase of 15%** in revenue

PMReady Global   **Boston, MA**
Founder   November 2022 - Present
- Recruited and managed a team of **15 student volunteers** as designers, developers and marketers to deliver and develop high-quality educational programs and platforms to support the learning needs of potential users
- Developed curriculum of **50+ learning materials** to provide principles of Product and Program Management
- Constructed vision and product requirements document for PMReady Platform developed in a 3-month timeline

Skilbi LLC   **Chicago, IL**
Technical Product Manager Intern   January 2022 - July 2023
- Led cross-functional teams in this successful development sprint and new releases of the redesigned platform for a fast-growing startup, resulting in a **30% increase** in student and mentor user base **within 6 months**.
- Strategize feature development by agile road mapping, creating A/B testing test plan, involving in Figma design reviews and conducting **10+ user interviews** to ensure feature quality and user interaction experience
- Explore strategies to promote company branding and community engagement while building upon social presence with graphic and content creations, resulting in a boost to the company's social media **presence by over 25%**

Software & Application Innovation Lab   **Boston, MA**
Software Engineer Intern   May 2022 - August 2022
- Design, developed, and demo **5 wireframes** and **high-fidelity prototypes** with Figma to several major stakeholders to show product features, acceptance requirements and end-to-end functionality to confirm product expectations
- Identified a **10+ risk management** strategy, identified and addressed potential project risks and dependencies, resulting in a **15% reduction** in project delays and user dissatisfaction

TECHNOLOGY & SKILLS

Tools and Applications: VS Code, Android Studio, Azure DevOps Server, Figma, Adobe Suite, Jira, Asana
Programming Language: ReactJS, C++, HTML/CSS, React Native, Java, Angular, Firebase, Git, Python, LaTeX
Fluent Language: English, Cantonese, Mandarin