

Kristen Wang

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EDUCATION

Carnegie Mellon University | GPA: 3.98/4.00

Mountain View, CA

Master of Science: Software Management

Aug. 2025 – Dec. 2026

- Coursework: Machine Learning, Applied AI, Product Management, Business Modeling, Solution Strategy & Marketing
- Teaching Assistant, *User-Centered Research Methods for Product Innovation* (2026)

Washington University in St. Louis | GPA: 3.89/4.00

St. Louis, MO

Bachelor of Arts: Computer Science, Product Design; Minor: Human-Computer Interaction

Aug. 2021 – Dec. 2024

- Teaching Assistant, *Intro to Human-Centered Design* (2023–2024); VP of Technology, Eta Omega Chi Business Fraternity

EXPERIENCE

Lofty

Jun. 2026 – Aug. 2026

AI-Native Product Manager Intern

Phoenix, AZ

- Raised at-risk account detection from ~70% to 90%+ before launch by investigating why the churn model underperformed, sourcing missing support-ticket and CRM signals with engineering, and validating the fix against real cancellation outcomes.
- Cleared the ~40% of daily work lost to backlog for 17 customer success managers by defining the ranking logic for an LLM copilot that scores 3,500 accounts nightly across 6 systems into one prioritized workload.
- Secured funding for a retention product by sizing ~\$392K in annual revenue at risk, reconciling 136 cancellation records against billing data and writing the readout that gave leadership its first quantified view of the loss.
- Cut per-client handling time 65% (~6.6 hrs/week) by owning an onboarding copilot from PRD through enterprise rollout, writing the specs engineering built against and building the enterprise expansion across database, API, and front end.

World Wide Technology

May 2024 – Aug. 2024; May 2025 – Aug. 2025

App & Web Developer Intern

St. Louis, MO

- Lifted activation 20% and lowered early drop-off 17% in an A/B test by rebuilding a hardware-connected app's login and device-setup flow in React Native, including Google Sign-In, after behavioral analytics showed where users abandoned it.
- Reduced a 3–4 hour data refresh to ~1 minute by writing a Python bot for a QSR digital-readiness assessment, replacing subjective scoring with an AI-assisted framework that informed 3 enterprise transformation roadmaps.

Tencent Cloud

May 2023 – Jul. 2023

Product Manager Intern

Shanghai, China

- Increased first-attempt task success 14% on a B2B telecom fraud detection platform by analyzing event logs to find where enterprise analysts stalled, then shipping in-product guidance at those points with engineering.
- Cut navigation errors 25% and task completion time 30% by redesigning the core workflow and information architecture.

DXC Technology (Luxoft)

Jul. 2023 – Sept. 2023

UX Researcher & Designer Intern

Shanghai, China

- Designed a gamified low-carbon travel system (island upgrades, badges, a companion avatar) for a BMW sustainability initiative that the client adopted, shortening delivery time 2 weeks through journey maps and prototypes.

PROJECTS

Idea Oracle: AI Agent for Startup Validation

Jan. 2026 – Feb. 2026

Product Manager, team of 5

Carnegie Mellon

- Launched an AI agent for non-technical founders from concept to live deployment, aligning a 5-person team across engineering, design, and evaluation.
- Architected the retrieval and critique loop behind a 7-stage validation, plus an eval layer flagging ungrounded output.

Duolingo Communities: Product Case Study

Aug. 2025 – Oct. 2025

Product Manager, team of 6

Carnegie Mellon

- Narrowed 12 user pain points to the 2 worth building for by synthesizing 18 interviews across 5 universities and 7 locations, then scoring them with RICE and MoSCoW to scope a peer-practice MVP with AI pronunciation feedback.
- Built the business case for a freemium launch, sizing a 25M-user initial market and gating premium matching behind the paid tier, and presented a three-phase rollout anchored on “weekly speaking minutes” as the North Star metric.

Jessica.ai

Aug. 2025

Product Lead (AI Valley Hackathon Winner, \$5K Award)

San Francisco, CA

- Led a 4-person team to first prize, building a real-time voice AI companion (Vapi, ElevenLabs, OpenAI) in 24 hours.

SKILLS

Product Management: Product strategy, roadmapping, MVP scoping, PRDs and user stories, KPI improvement, prioritization, success metrics and North Star definition, GTM and launch planning, product growth, stakeholder alignment, Agile/Scrum.

Research & Analytics: User interviews, user stories, UX design, usability testing, journey mapping, market and competitive analysis, data analysis, A/B testing, funnel analysis, pricing and TAM/SAM/SOM sizing, GA4, Amplitude.

AI/ML: Agentic workflows, AI-assisted discovery & prototyping, model validation, prompt engineering, Claude Code, SDLC.

Technical & Tools: Python, SQL, JavaScript, React, Postgres, REST APIs, Figma, Jira, Confluence, AWS, Git, Adobe Suite.