

Aaron Wen

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EDUCATION

University of California, Los Angeles (GPA: 3.7/4.0)

B.S. in Statistics and Data Science & B.A. in Business Economics

Los Angeles, CA

Sep 2024 – Jun 2027

Relevant Coursework: Machine Learning, Data Mining, Probability Theory, Statistical Modeling

PROFESSIONAL EXPERIENCE

TikTok

San Jose, CA

Product Manager Intern, Customer Service Platform, TikTok Infrastructure Team

June 2026 - Present

- Authored the design proposal for **SkillAgent**, an LLM-driven agent that replaces the rigid JSON-graph engine behind TikTok's **AI customer-service bot** (a **LangGraph** multi-agent system), recasting SOP flows as natural-language **Skills** run through a **ReAct loop** so the LLM reads the full procedure and plans each step, with a shared function/tool registry and memory-based multi-turn recovery.
- Designed the **agent harness**: a version-controlled Skill repository with Libra-bucketed **A/B experiments** and gradual rollout by SOP (measured on **CSAT** and human-transfer rate), **OpenTelemetry/Logfire observability** of token cost, latency, ReAct loops, and safety guardrails (loop caps, retry, human fallback), requiring zero downstream changes.
- Wrote the PRD to rebuild an internal quality-review tool on a new **6-dimension Service Quality Score (SQS) + User Expectation Fulfillment (UES)** standard (double-blind review, vendor data isolation, audit logging), lifting annotation throughput **~120→250-300 cases/hour** and underpinning the team's **CSAT (50→60%)** and **eval-accuracy (77→83%)** targets; built the frontend via **spec-driven AI coding** in days, not weeks.

Notique AI (Startup)

Los Angeles, CA

Co-Founder & Chief Product Officer

Dec 2025 – Present

- Co-founded an **AI smart recording pen startup** (Notique AI Pen, live on Amazon); designed and executed **20+ structured user interviews** across real estate agents and general consumers, coded qualitative data into quantified insight matrices.
- Built a **MySQL database** to centralize user feedback, telemetry, and sales data; created **Tableau dashboards** tracking onboarding funnel conversion, feature adoption, and weekly retention cohorts, enabling data-driven resource prioritization across a cross-functional team.

Tencent

Product Manager Intern, Interactive Entertainment Global Group (IEGG)

Los Angeles, CA • Sep 2025 - June 2026

- Owned end-to-end product lifecycle of an **AI Skills Hub** (skillhub.tencent.com) for game developers, led product planning, frontend design, and content curation, aggregating **33,000+ AI skills** and daily AI × gaming insights to accelerate AI adoption across Tencent's global studio network.
- Contributed to product strategy for "Bruce," an **AI battle companion in PUBG Mobile** (600M+ downloads) powered by LLM + reinforcement learning; defined PRD for voice-commanded tactical coordination, shaped GTM positioning as the **first AI co-playable character** with real-time speech recognition in a mobile shooter.

Product Manager Intern, R&D System Management Dept.

Shenzhen, China • Jun 2025 - Sep 2025

- Pioneered a **PM-engineering parallel workflow** before "Vibe Coding" became mainstream, partnering with engineers to set up isolated development branches and **Spec Coding** conventions so PMs could use AI agents to build prototypes directly in the codebase and merge them alongside production feature logic; delivered **10+ functional modules**, compressed the PRD-to-interactive-prototype cycle from **weeks to days**, and the workflow was formally adopted by the team.
- Owned end-to-end lifecycle of an **internal, employee-facing engagement program** (gamification system with virtual pet + gacha reward loop) for the studio's developer platform, defining **incentive economy, currency sinks, and progression milestones** that converted **191%** more silent weekly users into active contributors, lifted homepage DAU by **35%**, and increased 2-month retention by **73%**.
- Independently pitched and launched a **player-personality quiz event** for Tencent Institute of Games anniversary; wrote the PRD, coded the frontend, and owned the **data instrumentation plan** across the full PV-to-share funnel; **A/B tested covers, question sets, and character libraries**, activating **20,000+ participants in 20 days** via a viral share loop. Later adopted by Tencent's **Minor Protection team** as a profiling tool to engage youth.

Bain & Company

Shanghai, China / Hybrid

Part-Time Assistant (PTA), Greater China Office

Nov 2025 – June 2026

- Conducted executive compensation benchmarking and program-structure analysis for a strategic case involving China's leading F&B chains (Starbucks China, Yum China, Luckin), evaluating compensation design across management levels
- Synthesized fragmented data from annual reports, regulatory filings, and expert interviews to build compensation models, validating critical investment hypotheses and identifying opportunities in the consumer retail sector

OTHERS

Languages: Mandarin (Native), English (Fluent)

AI & Agent Engineering: LLM Agent Design (**ReAct**, **LangGraph** multi-agent orchestration), Prompt & Context

Engineering, LLM Observability (**OpenTelemetry/Logfire**), **A/B Experimentation**, Spec-driven AI Coding, RAG, MCP

Product & Program Management: PRD Writing, Requirements & Trade-off Analysis, System Design, Prototyping (Figma), Git/PR Review, **Jira**, **Notion**, Asana, KPI Instrumentation, Funnel Analysis, User Segmentation

Data & Engineering: SQL, Python (Pandas, Scikit-learn, PyTorch), R, C++, **Tableau**, Data Architecture, System Integration