

# Po-Teng Wen

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## Summary

**Result-oriented Program Manager** with experience in managing complex NPI processes and testing cycles. Proven track record of coordinating cross-functional engineering teams to drive NPI critical issue resolution and ensure system stability. Skilled in streamlining project communication, managing high-priority bug backlogs, and delivering measurable results under tight deadlines. Dedicated to continuous improvement in project execution and technical alignment among diverse stakeholders.

## Experience

Sep 2024  
- Present

[Google](#) | [Program Management Associate](#)

New Taipei City, Taiwan

- **Managed the In-market execution and stability 3-day testing cycle** for a power domain, coordinating with 3 cross-functional teams to ensure stability.
- **Drove NPI critical issue resolution and testing progress** by monitoring 50+ high-priority bugs, ensuring timely execution and measurable results.
- **Collaborated closely with 10 Test Engineers** to analyze Power On-going and In-market test results, ensuring all outputs met required criteria.
- **Streamlined project progress reporting** by conducting weekly team meetings focused on risk mitigation and issue resolution, leading to clear, actionable solutions.
- **Refined comprehensive test plans** in collaboration with 4 testers and 3 Test Engineers, adapting previous years' protocols to ensure all testing activities were efficiently completed.
- **Ensured alignment among 10+ cross-functional stakeholders** within the Pixel team by compiling, summarizing, and disseminating critical status updates.

Aug 2023  
- Jan  
2025

[BC Mandarin](#) | [Co-Founder & Content Creator](#)

- **Co-founded and managed** a language education platform across a simple website, IG, TikTok, YouTube, and Facebook, dedicated to helping foreigners learn Chinese.
- **Achieved significant audience engagement** with over **6,500 TikTok followers** and **700,000+ total video views**, including multiple videos surpassing the **100,000 view** benchmark.
- **Targeted content delivery** to a global audience, with 70% concentration in Southeast Asia (Philippines, Thailand, Vietnam) and the remainder distributed across Singapore, Malaysia, North America, and Taiwan.
- **Oversaw full content production pipeline**, including copywriting, document processing, video editing, and meticulous quality assurance to ensure instructional accuracy.

Jul 2024 -  
Aug 2024

Land Bank of Taiwan | [Business Intern](#)

Taoyuan City, Taiwan

- **Operational Efficiency & Support: Streamlined** daily administrative workflows, including data input and resource management, which **directly reduced 20%, 2 hours/ day for management**, improved the department's operational efficiency.
- **Data Verification & Risk Control:** Executed rigorous document verification on all loan files to confirm accuracy and completeness, proactively reducing data errors and minimizing processing delays.
- **Worked with cross-functional coordination for a major government land acquisition project**, partnering with the Land Expropriation Department to successfully engage a community of **over 500 residents** and ensure the smooth execution of the program according to regulatory compliance.

Jul 2023 -  
Aug 2023

Carrefour | Online department | [Operations Specialist](#)

Taoyuan City, Taiwan

- **Order Management:** Managed the online order process, from receipt to shipment, handling over 100 orders daily. I also helped **improve the order completion rate from 82% to 92%** through active restocking and exchanges, addressing product shortages, and reducing customer returns, total **increased by 10% accurate rate.**
- **Team Collaboration and Process Optimization:** Worked closely with logistics, warehousing, and other department colleagues to optimize workflows, reduce processing times, and improve efficiency. Reported feedback and progress to supervisors to enhance overall operational efficiency and customer satisfaction.

## Skills & Tools

- **Program Management:** Agile, Scrum, Risk Management, Analytics, Strategic problem solving for scale, Dependable solution/process design, Critical thinking, Growth mindset
- **AI Tools:** Gemini, NotebookLM
- **Tools:** DataStudio
- **Language:** Mandarin, English, Spanish (Beginner)
- **Programming:** Python, HTML, SAS

## Certifications

- Google Professional Project Management
- Google Agile Project Management
- Google Analytics
- AWS Cloud Academic

## Education

### Yuan-Ze University

Taoyuan City, Taiwan

2021-  
2025

Bachelor of Business Administration - General Finance  
Degree Program - Fintech (Major), Investment and Risk Management (Minor)