

DEREK LIN

Fremont, CA | 510-244-2492 | lincommaderek@gmail.com | linkedin.com/in/lincommaderek

PROFESSIONAL PROFILE

Product Manager specializing in AI-enabled workflow systems and enterprise platforms, building 0→1 products in regulated environments. Delivers measurable business impact by translating complex operational processes into scalable, user-focused solutions in collaboration with engineering, operations, and compliance.

WORK EXPERIENCE

SuperCare Health (Top 3 Medical Device Company in California) | City of Industry, CA

TECHNICAL PRODUCT MANAGER | Jun 2022 – Apr 2026

Document Intake Platform

- Lowered admin overhead by 75% by leading development of a unified document intake platform (300k docs/year)
- Saved 25% on labor costs by implementing AI-driven document processing automation
- Reduced document processing SLA from 2.5 hours to 15 minutes by integrating AI across 80k+ orders/year
- Launched MVP 1 month ahead of schedule by leading a cross-functional team of 5 (1 engineer, 1 SME, 2 analysts, 1 QA)

Patient Communication Platform

- Cut inbound calls by 60% by launching a patient portal providing document access and order tracking (80k+ users)
- Prioritized and drove a 6-month product roadmap informed by 10+ stakeholder interviews and surveys
- Grew customer satisfaction score (15%+, 600+ reviews) by automating feedback collection (Twilio + Workato integration)

Billing Systems & Data Infrastructure

- Doubled reporting capabilities through data-pipeline management and on-prem to cloud (AWS) conversion with DBAs
- Defined product strategy and roadmap to modernize enterprise accounting software from MAS90 to Netsuite
- Halved month-end close time by automating validation scripts and reporting through partnership with finance and IT

WORK EXPERIENCE

Arellano Associates (Communications Consulting Firm for CHSRA and LA Metro) | Chino Hills, CA

PROJECT MANAGER | Feb 2020 – Apr 2022

- Led delivery of 50+ concurrent artifacts for 3 flagship communication clients (LA Metro, LAX, CA High-Speed Rail)
- Launched the 1st public website for the California High Speed Rail weeks ahead of schedule (25k+ visitors / month)
- Built the website MVP based on requirements gathered from High Speed Rail SME by leading a team of 3 (design + dev)
- Produced 20+ transparency driving presentations illustrating project objectives, milestones, and community impact
- Increased community participation by 25-50% by utilizing online collaboration tools for 10+ major virtual events

SitterFriends | Dublin, CA

OPERATIONS INTERN | Jun 2017 – Jul 2017

- Reduced manual onboarding time by 90% by designing an automated user screening workflow for early-stage expansion

TECHNICAL SKILLS

Development & Integration: AI-Assisted Process Automation (LLMs), SQL, API Integration, JavaScript

Product & Project Management: Jira, Monday.com, Smartsheet

Automation & Visualization: Twilio, Workato, SurveyMonkey, Balsamiq, Mermaid, draw.io

EDUCATION

University of Southern California

Bachelor of Arts (B.A.) in Communication (GPA: 3.916) | May 2019

Minors: Computer Programming, Web Technologies & Applications, Consumer Behavior

Leadership: President, Alpha Phi Omega | Philanthropy Funding Board, Undergraduate Student Government