

DEREK LIN

PRODUCT MANAGER | AI-ENABLED WORKFLOWS & ENTERPRISE PLATFORMS

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PROFESSIONAL SUMMARY

Product Manager focused on AI-enabled workflow systems and enterprise platforms. Builds 0-to-1 products from discovery through launch, translating user needs, operational constraints, and complex processes into clear requirements, prioritized roadmaps, and scalable solutions.

WORK EXPERIENCE

SuperCare Health | Home Medical Equipment & Respiratory Care | City of Industry, CA

Technical Product Manager | Jun 2022 – Apr 2026

Document Intake Platform

- Reduced administrative overhead by 75% by unifying fragmented email, fax, and provider-portal intake across 300k documents/year
- Cut processing time from 2.5 hours to 15 minutes and labor costs by 25% by implementing AI-assisted review across 80k+ orders/year
- Reduced referral intake from 15–30 minutes to under one minute by prioritizing automation for six high-volume provider portals
- Launched the MVP one month early by defining requirements and leading a five-person engineering, operations, analytics, and QA team

Patient Communication Platform

- Reduced inbound status calls by 60% by launching conditional delivery notifications across workflows serving 80k+ patients
- Defined a six-month roadmap from 10+ interviews and surveys, mapping fragmented workflows into shared patient-facing order states
- Established trustworthy communication through configurable sequencing rules, centralized contact data, verification, and consent
- Expanded patient self-service by launching a portal for document access and order tracking serving an 80k+ patient population

Billing Systems & Data Infrastructure

- Cut month-end close time by 50% by automating financial validation and reporting workflows with finance and IT
- Doubled reporting capacity by managing data pipelines and migrating legacy applications to AWS with database administrators
- Defined the product strategy and roadmap for migrating enterprise accounting workflows from MAS 90 to NetSuite

Arellano Associates | Communications Consulting for Public Infrastructure | Chino Hills, CA

Project Manager | Feb 2020 – Apr 2022

- Launched California High-Speed Rail's first public website weeks early by leading MVP delivery with design and development teams
- Led delivery of 50+ concurrent digital and communications assets across LA Metro, LAX, and California High-Speed Rail
- Increased participation by 25–50% across 10+ major public events by implementing virtual collaboration and engagement tools

SKILLS & CERTIFICATIONS

Product: Product discovery, requirements definition, roadmapping, prioritization, workflow design, stakeholder management

Technical: SQL, API integration, data pipelines, AI-assisted automation, JavaScript

Tools: Jira, Workato, Twilio, Balsamiq, Mermaid, draw.io, Monday.com, Smartsheet

Certifications: Anthropic Academy – Claude 101; AI Fluency: Framework & Foundations

EDUCATION

University of Southern California

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