

Chinsan Lim

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Gallup Strengths: Woo · Arranger · Input · Restorative · Adaptability | Working Genius: DE-IG-WT | ENFJ-T

Strategic, solutions-driven Product Professional with 3+ years of experience delivering software in Agile environments. Experienced in product strategy, backlog management, stakeholder alignment, and cross-functional delivery across compliance, integrations, and workflow automation. Former STEM educator who meets different audiences where they are — translating the same initiative into terms that land with engineers, executives, and clients alike.

Professional Experience

Product Team Lead

Sept 2025 – July 2026

TCWGlobal | San Diego, CA

- Led a cross-functional team of 15+ across design, engineering, QA and shipped 10+ features, taking end-to-end ownership of the StaffingNation platform across onboarding, VMS, quotes, and orders
- Partnered with enterprise customers and internal stakeholders to gather requirements, validate solutions, and prioritize roadmap
- Elevated backlog ownership into a full planning system — built a Now/New/Next roadmap, JTBD-framed strategic roadmap, and monthly OKRs, operationalized as Jira/Linear initiatives with standardized templates
- Built and trained internal AI agents for product workflows, and designed an AI-augmented SDLC as part of the leadership team with maker-checker controls as a non-negotiable compliance floor
- Owned planning for a platform migration from PHP to Next.js serving 100,000+ users, reducing page load times by 50% while partnering with engineering leadership to de-risk execution
- Facilitated API integrations and endpoint extensions for 4+ clients in close collaboration with the Director of MSP
- Reduced audit time 25% for Operations after implementing a multi-state minimum wage compliance check that stopped non-compliant job offers pre-send, based on worker location
- Designed complex multi-table SQL reports supporting annual SOC audits, recurring executive reporting, and ad hoc client, Sales, Operations requests
- Reduced customer escalations by 50% by resolving 50+ production issues, shrinking turnaround from multi-day engineering queues to under two hours

Product Analyst

May 2024 – Sept 2025

TCWGlobal | San Diego, CA

- Authored and refined 100+ Jira tickets with acceptance criteria, dependencies, and business logic across compliance, data migration, and integration initiatives, aligning cross-functional teams on scope
- Partnered with Product Leadership to translate business needs into technical stories and database designs; onboarded 18+ team members, including directors and DBAs, on the product and database

Product Support Specialist

Dec 2022 – May 2024

TCWGlobal | San Diego, CA

- Coordinated cross-functional workflows (Compliance, Operations, Training), and translated user feedback into actionable requirements and bug reports
- Leveraged SQL skills to support the dev team resolving 300+ production and data discrepancies, consistently exceeding SLAs for P1-P4 blockers
- Streamlined processes such as bulk engagement closures and audit reporting, and tracked support trends to inform business leaders, saving Operations 4 hours weekly on average

8th Grade Math and Science Teacher

Sept 2016 – May 2021

Lowell Public Schools | Lowell, MA

- Drove 70% year-over-year score gains and outperformed the district by +5 raw points for 3 straight years, instructing a 34–36 student inner-city classroom across mainstream, SPED, ELL, and newcomer populations
- Selected for the Diversifying Teachers Fellowship (12 minority teachers) with UMass Lowell; proposed and helped implement a district action plan for recruiting and retaining teachers of color

Product Manager Intern

May 2015 – Aug 2015

Kareo | Irvine, CA

- Built live dashboards analyzing customer churn, wrote product requirements and wireframes/HTML prototypes for a new live chat feature, and led on-site user testing with clinic staff

Skills

Product: Miro, Linear, Jira, Confluence, Notion, Git, Product Strategy & Roadmapping, Backlog Management & Prioritization, User Story Writing, Agile & Scrum, Stakeholder Management, Data Analysis, Prototyping **Technical:** SQL, React, JavaScript, Next.js, Node.js, Postman

Education

General Assembly — Software Engineering Fellow, Full Stack Software Engineering Immersive (Nov 2021 – Feb 2022)

University of Massachusetts Lowell — B.S. Mathematics, Concentration: Statistics (2016)