

Gang Chen

AI Product Manager

San Francisco, CA, United States | [LinkedIn](#)

I joined Speak as a founding team member, helping build the company from early startup to Series C. I've worked on nearly every part of the product, and for the last five years, led our biggest AI initiatives: conversational tutors, voice-first experiences, and the platforms that power them.

I'm drawn to problems where product craft, technical depth, and data insight intersect - where you need to understand both the user experience and the underlying systems to get it right.

EXPERIENCE

Founding Member | Product Manager

Speak

Sep 2019 — Present

San Francisco, California, United States

Analytics Manager

Thumbtack

Nov 2015 — Dec 2018

San Francisco Bay Area

- Built and led team of analysts responsible for driving initiatives related to Thumbtack's matching, monetization, platform safety, and marketplace health and sustainable growth
- Lead analyst in major cross-functional initiative for monetization. Responsible for experiments end-to-end, from creating framework and analysis to driving the design of each iterations. These tests eventually led to the launch of the new model across the entire platform.
- Designed various levers for dynamically adjusting pricing on the Thumbtack platform, such as supply and demand pricing and per-pro pricing.
- Responsible for tracking the health of Thumbtack marketplaces. This includes (1) building tactical dashboards for monitor supply and demand, pricing dynamics, pro retention, and other characteristics of our marketplaces, and (2) in-depth research to understand longer-term trends in the marketplace.

Online Revenue Operations Analytics

Dropbox

Aug 2013 — Nov 2015

San Francisco Bay Area

Analyst for Dropbox's revenue and scaled user engagement operations with a focus on the design, execution, and analysis of A/B experiments and other initiatives to drive user growth on Dropbox for Business teams throughout the customer lifecycle.

Strategic retention programs have led to above-target performance in the first two quarters of 2015, including most recently 11% over 2015 Q2 revenue target.

Built models to measure and forecast annual/monthly dollar retention rates as well as upsell rates for Dropbox for Business.

Skills: SQL, Tableau, proficient R

Teaching Fellow

Yale-China Association

May 2010 — Jun 2012

- Taught English course covering Western literature, history, and culture. Designed course to emphasize creative thinking and to encourage students to compare and challenge both Western and Chinese ideas.
- Organized and co-led service activities with Yali students, including trips with Yale University students to teach at schools in rural Fujian and Yunnan.
- Co-directed annual English musical involving over 60 students in acting, music, choreography, stage management, set and costume design, editing, and documentation.
- Advisor for Yali's Model United Nations, English Society, and Film Club. Also, advised students applying to U.S. colleges, managed the English Library, and organized various Western-themed events at school.

Economic and Trade Policy Intern

U.S. Department of State

Jun 2009 — Aug 2009

Worked closely with ministers of the Economic and Trade Policy section of the State Department at the U.S. Embassy in Tokyo. Tasks included drafting speeches for the Charge d'Affaires, specifically on topics of labor unions, the President's Recovery Act, and the issue of Asia-Pacific Economic Integration. Furthermore, wrote memos to aid the ambassador-designee in preparation for his Senate confirmation hearing, developed a biographical database of the shadow cabinet members of the Democratic Party of Japan, and drafted cables to Washington to keep them informed of important regional developments.

Foreign Commercial Service Intern

U.S. Department of Commerce

Jun 2008 — Aug 2008

Worked in the environmental, fuel, and transportation sectors of the International Trade Administration at the U.S. Consulate in Shanghai, China. Tasks included organizing a major conference for industrial energy efficiency, conducting market research reports on environmental protection technologies, and writing market research reports for U.S. companies, such as on the potential impact of human rights activists in China. Also drafted speeches for both the consulate general and the principal commercial officer. Furthermore, worked on the 4th Edition of the US-China Environmental Handbook and the monthly Shanghai Environmental Technologies Newsletter.

EDUCATION

HBX | Harvard Business School

Jan 2015 — Jan 2015

Core: Credential of Readiness

HBX CORE (Credential of Readiness) is a 120-150 hour certificate program on the fundamentals of business from Harvard Business School. CORE is comprised of three courses - Business Analytics, Economics for Managers, and Financial Accounting – developed by leading Harvard Business School faculty and delivered in an active learning environment based on the HBS signature case-based learning model.

Yale University

Jan 2006 — Jan 2010

B.A. in International Studies, East Asian Studies

SKILLS

Product Management · Product Strategy · Product Analytics · Large Language Models (LLM) · User Research · Policy Analysis · International Relations · Public Speaking · International Security · Foreign Policy · Economics · Education · East Asian Studies · China Business Development · Greater China · International Development · Teaching · Human Rights · Chinese