

Zia Sun

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Summary

Technical Program Manager with experience leading AI/ML, IoT, and cloud-integrated product initiatives across health tech, agriculture, and logistics. Strong foundation in software development, user research, and system architecture. Proven ability to align cross-functional teams and deliver scalable, user-facing solutions. Passionate about applying technology to learning, equity, and real-world impact.

Education

University of Washington, Seattle, USA

Sept 2023 – Mar 2025

- M.S in Technology Innovation (connected device), GPA: 3.9/4.0, Gix's scholarship

Related course: Planning and Managing Hardware/Software Development, Software & Hardware Lab, User Research and Evaluation Studio, Fundamentals of Technology Strategy, Corporate and IP Law For Technology

University of Nottingham

Sept 2017 – June 2021

- Bachelor of Engineering in Architecture, GPA: 3.6/4.0, Head's scholarship

Skills

Product Management: Agile & Scrum Frameworks, Roadmap Planning, Product Requirement Documentation (PRD), Go-to-Market (GTM) Strategy, Stakeholder Management, Competitive Analysis, User Research, A/B Testing, Data-Driven Decision Making, Customer Journey Mapping

Technical/Analytical: API Development, Cloud Platforms (Azure, AWS), SQL, Data Visualization (Power BI, Tableau), Python, KPI Definition

Industry Tools: Jira, Confluence, Figma, Notion, Mixpanel, Google Analytics

Work Experience

Product Manager Intern, *curaJOY*, Los Angeles, CA

Jun 2024 – Sep 2024

- Led cross-functional development of an AI-powered behavioral health platform from ideation to release, improving engagement by 30% through features informed by user research.
- Created and refined 20+ PRDs and user stories, aligning engineering and design teams on functional requirements and sprint deliverables, reducing delivery cycle time by 25%.
- Conducted 25+ interviews with therapists, parents, and children; developed user personas and journey maps that shaped personalized content experiences and increased adoption by 20%.
- Spearheaded implementation of a centralized Figma design system, improving UI consistency and usability ratings.

UX Design Intern, *AProject Factory*, Dallas, TX

Mar 2022 – Sep 2022

- Redesigned the file upload workflow after identifying key friction points through usability testing, reducing support tickets by 40% and increasing task completion rates by 35%.
- Ran 20+ user testing sessions and conducted A/B experiments that directly informed roadmap priorities and UI/UX enhancements.
- Collaborated with engineering on implementation planning, shortening feature delivery cycles by 30% while preserving design quality and intent.

Project Experience

Smart Crop Monitoring System, Microsoft Research & Nelson's Farm

Oct 2024 – Mar 2025

Skills: Python, SQL, Azure Blob, Power BI, API Design, React.js, Usability Testing, ML

- Designed and deployed an AI-based system for early crop anomaly detection, increasing prediction accuracy to 95% using machine learning and large language models trained on field data.
- Built full-stack architecture including SQL schema, REST APIs, and Azure-based storage pipeline for scalable data ingestion and visualization.
- Led usability testing with farmers and agriculture researchers, improved dashboard adoption by 30% by iteration.
- Authored a go-to-market strategy targeting university research farms and agritech startups, contributing to Microsoft's sustainability research goals.

Parcel Detection IoT Device, University of Washington

Dec 2023 – Feb 2024

Skills: OpenCV, Python, Edge Impulse, BLE, PCB Design, IoT

- Developed a low-power edge IoT device to detect and classify parcels using OpenCV and ML-based image segmentation, achieving 95% classification accuracy.
- Designed a custom PCB with BLE integration for real-time wireless alerts to warehouse systems, improving detection latency and reliability.
- Validated performance in simulated logistics environments, delivering a 2.5× improvement in processing speed compared to existing systems.