VIVIAN JANG

vij2@cornell.edu ● linkedin.com/in/vivian-jang

PROFESSIONAL SUMMARY

- Adaptable Technical Program Manager skilled at driving strategic alignment, scaling delivery processes, and bridging gaps between product, engineering, and operations.
- Compassionate leader focused on fostering psychological safety, empowering engineering organizations, and navigating ambiguity with structure and clarity.
- Hands-on technical operator who dives deep into architectural and execution hurdles to unblock teams and accelerate time-to-market.

CORE COMPETENCIES

- **Execution & Delivery:** Program & Project Management | Strategic Planning & Execution
- **Leadership & Culture:** Cross-Functional Leadership | Conflict Resolution & Psychological Safety
- **Process & Strategy:** Process Optimization & KPI Definition | Resource Negotiation

WORK EXPERIENCE

Courtyard.io

Staff Technical Program Manager | New York, NY Aug. 2025 - Aug. 2026

- **Established PMO & Strategic Rhythm:** Spearheaded program management as the company's inaugural TPM, defining cross-functional alignment systems and short- and long-term milestone planning across distributed teams.
- **Scaled Delivery Through Hypergrowth:** Standardized and operationalized development processes across Product, Platform, and Operations, maintaining engineering velocity and execution efficiency as company headcount doubled.
- **Engineered Internal Tooling & Automations:** Developed custom Slack and GitHub workflows to streamline daily project status reporting, and code review requests.
- **Drove Portfolio Expansion & Revenue:** Owned end-to-end execution for launching new vaulted asset categories (Watches, Coins, and Sneakers), successfully diversifying the marketplace and contributing **$25M** in new revenue.

Hinge

Technical Project Manager | New York, NY April 2024 - April 2025

- **Optimized ML-Powered Recommender System:** Partnered with engineering to architect and ship advanced machine learning preference models, directly increasing Monthly Active Daters by **7%** through enhanced personalized recommendations.
- **Spearheaded User Safety Feature Launches:** Led cross-functional delivery of safety features powered by LLMs to flag harmful messages in real-time—successfully convincing **~30%** of users to reconsider and abandon inappropriate messages.

- **Accelerated Delivery & Streamlined SDLC:** Reduced software development life cycle (SDLC) time-to-market by **20%** by breaking down organizational silos, establishing rigorous milestone tracking, and negotiating resource allocation against shifting company priorities.

Microsoft Corporation

Senior Technical Program Manager | New York, NY & Seattle, WA Jan. 2019 - Feb. 2023

- **Orchestrated HoloLens 2 Software Launch & Quality:** Directed daily software release management across distributed engineering teams, navigating complex dependencies and resolving **41 critical platform-level blockers** to ensure robust production quality.
- **Spearheaded 'Future of Work in the Metaverse' Prototype:** Co-led a high-visibility C-suite showcase building cloud-rendered infinite screens and hyper-real avatars, directly securing a **$1.5M** stakeholder investment and subsequent productization.
- **Optimized 5G Network Quality via T-Mobile Partnership:** Directed a strategic cross-company partnership to improve cloud-rendered holographic performance in NYC, yielding a **19% increase** in download speed and a **10% reduction** in latency.
- **Drove Cross-Functional HoloLens Performance & Defense Contracts:** Led firmware investigations that **improved 7 device standby KPIs by 6%**, and partnered with the U.S. Department of Defense to execute testing across 1,100+ test items and 12 subsystems.

Texas Instruments

Project Manager | Munich, Germany May 2017 – Nov. 2018

- **Exceeded Portfolio OKRs & Delivered High-Margin Chipsets:** Drove end-to-end execution for a 5-device portfolio from microchip design to high-volume production, surpassing 13 OKRs and delivering 7 ultra-low-power chipsets on-time and under budget to contribute **$41M in incremental divisional revenue.**
- **Repaired Key Client Relationships & Restored $200M+ Pipeline:** Remediated damaged relationships with key automotive customers by taking ownership of past operational missteps, implementing internal process improvements that reduced cycle time, and successfully securing **$200M+ in future business.**

Quality Lead | Dallas, TX Aug. 2010 – May 2017

- **Led Global Engineering Quality Initiatives:** Managed a cross-regional team of 5 engineers across EMEA and Asia, driving quality improvements and manufacturing systems enhancements across **7 sites and 26 new product development programs.**
- **Secured High-Stakes Automotive Deal via Root Cause Analysis:** Conducted failure analysis on **300+ analog integrated circuits**, implementing critical fab process improvements that restored customer trust and successfully secured a **$200M+ enterprise deal**.

EDUCATION

Cornell University, Ithaca, NY Bachelor of Science, Electrical and Computer Engineering