CONTACT

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San Francisco, CA
linkedin.com/in/sarahjchen

SKILLS

- Product Strategy
- Roadmapping
- A/B Testing
- SQL
- User Research
- Figma
- Jira
- Mixpanel
- OKRs
- Stakeholder Mgmt
- GTM

EDUCATION

B.S. Business Administration

UC Berkeley, Haas
2013—2017

LANGUAGES

English — Native
Mandarin — Fluent

SARAH JOHNSON CHEN

Senior Product Manager—fintech & SaaS

PROFESSIONAL SUMMARY

Product leader with 8+ years driving “0!’1” launches across fintech and SaaS. Shipped products serving 12M+ users at Series B and public-co scale.

PROFESSIONAL EXPERIENCE

Senior Product Manager

2022—Present

Northwind Financial

'V Led launch of SMB lending product—$42M originated in first 9 months

'V Reduced underwriting cycle time 38% via automated risk-scoring workflow

'V Managed cross-functional team of 14 across eng, design, risk and ops

Product Manager

2019—2022

Lattice & Co.

'V Owned onboarding and activation—lifted D7 retention from 22% to 41%

'V Shipped self-serve billing flow generating $6.8M ARR in year one

'V Established weekly product review ritual adopted org-wide

Associate PM

2017—2019

Bright Labs

'V Launched in-app messaging used by 380K MAU within 6 months

'V Ran 40+ user interviews informing 2024 roadmap pivot