

claire.lin@example.com

Singapore

Education

Pacific Bay University

BSc Information Systems

Sep 2015 — Jun 2019

- Coursework in database systems, human-computer interaction and operations analytics.

Core Skills

Product Craft

- Discovery interviews, workflow modeling, PRDs, packaging, experimentation and funnel analytics.

Tools & Methods

- SQL, Figma, Jira, Linear and cross-functional bilingual documentation.

Claire Lin

Senior Product Manager · B2B Workflow & Collaboration

Product manager specializing in enterprise workflow and permissions software. Turns customer interviews and support ticket trends into clear specifications with engineering and design.

Experience

Starbridge Cloud May 2022 — Present

Senior Product Manager

- Own approval workflow and role-permission roadmap; mapped 14 enterprise approval patterns and reduced setup from 7 steps to 3.
- Analyzed support tickets across 32 mid-market accounts to ship bulk review and CSV export, reaching 68% adoption among renewing customers.
- Partnered with customer success to launch onboarding checklists and starter templates for first-week setup.

Harborline Software Jul 2019 — Apr 2022

Product Manager

- Led ticketing and SLA alert modules, shipping custom fields, routing rules and weekly digest views for support and implementation teams.
- Built funnel tracking with data analysts to pinpoint onboarding drop-offs and delivered two rounds of form simplification.

Selected Project

Multi-Entity Permissions Overhaul Aug 2021 — Feb 2022

Project Lead

- Defined cross-subsidiary visibility matrices and migration guides, transitioning 18 pilot enterprise accounts without downtime.