



# Edward Fung

IT Product Support Manager with 4+ Yrs in FinTech, EdTech, & AI

📍 London, UK

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## Languages

Python

R

## About

A motivational, team-oriented Product Support Manager with extensive experience in technical operations, product management, and Client Success.

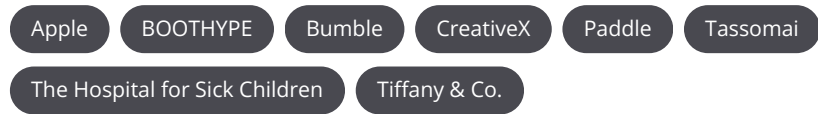
I have led technical projects of a wide scale, from setting up mobile POS systems for a high end jewelry company to enhancing product onboarding for clients in a startup.

Multitude of experience across industries (Lifestyle, education, retail, machine learning, tech, fashion).

Experienced in managing multiple projects at once and working beyond assigned role. Excellent interpersonal, presentation and onboarding/consultancy skills.

Certificates in: Project Management, Data Analytics, Data Protection

### BRANDS WORKED WITH



## Experience



### ● Project Manager

BOOTHYPE | Oct 2023 - Now

- Driving football review campaigns to deliver the optimal player experience.



### ● Product Support Manager

Paddle | Feb 2023 - Now

- Championing the designated product and developing training materials, conducting training for the commercial department, creating documentation for internal processes, including FAQs for product support activities.
- Analyzing customer feedback and developing roadmaps with relevant product teams.
- Handling escalations from the customer support team, and if needed escalate issues to the appropriate internal channel.
- Coordinating with other departments to support new product developments and existing product enhancements.



### ● Customer Support Manager

Tassomai | Jul 2020 - Feb 2023

- Proven track record in improving product and operations using quantitative and qualitative data.
- Data-cleaning spreadsheets to use for on-boarding procedures for over 190k students.
- Aggregating feedback from Hotjar and proposing product enhancements based on customer voice.
- Working with Product Managers and Engineers to improve platform with collaborative projects and managing JIRA tasks. Tassomai helps schools with low engagement, monitoring schoolwork, and administrative efficiency.
- Tier 3 technical support and onboarding for schools and private subscribers, and proactive customer success.
- Data Protection Officer course-certified and managing GDPR queries.



### ● Manual Asset Reviewer

CreativeX | Jul 2020 - Jun 2021

Machine learning consultant helping with operational tasks (freelance).

Marketing startup powered by AI and machine learning technology.

Helping make creative decisions backed by data for clients including Mondelez, Johnson & Johnson, Unilever and Heineken.



● **Community Operations Associate**

Bumble | Nov 2019 - May 2020

- Maintaining the dating platform's technical operations are running at optimal efficiency.
- Analyze UX with product and build reports for the relevant teams.
- Troubleshoot bugs and resolving independently or escalating to developers.
- Managed quality assurance of the platform's moderation team.



● **Product and Technical Specialist**

Apple | Aug 2017 - Mar 2020

- Troubleshooting client iPhone, iPad and Apple Watch technical issues and resolving them to ensure prolonged customer success.
- Led team-wide communications on technical procedures and updates.
- Achieved high satisfaction rating during technical appointments with 120% turnaround efficiency.
- Trained new technicians with on-boarding and shared best practices.



● **Operations Professional**

Tiffany & Co. | Apr 2018 - May 2019

- Led a project to implement a full-scale electronic movement at the Canadian Flagship store, including Mobile POS, engraving machine, and on-site IT support.
- Conducting Quality Assurance inspections on gemstones and jewelry, and composing corresponding reports.
- Optimizing operational budget by introducing lean practices, including in-store repairs and utilizing abandoned resources for new purposes.
- Achieved 2nd-highest client satisfaction score at Canadian Flagship.



● **Sales Professional**

Tiffany & Co. | Nov 2015 - Jul 2017

- Provided individual and B2B clients with industry-leading consultations incorporating trends, budget, and timeframe.
- Recognized for 2nd-highest client satisfaction score at Canadian Flagship.
- Ensuring prolonged customer success with maintenance advice, product recommendations, and event invitations.
- Developing business through prospecting and retaining clients via COMPASS (in-house CRM platform) analysis.

● **Child Life Volunteer**

The Hospital for Sick Children | Jul 2014 - May 2017

- Responsible for providing a child friendly environment resulting in positive hospitalization experiences for patients and their families.

## Education & Training

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2023 - 2024

● **Brainstation**

Certificate of Completion, UX Design

2010 - 2014

● **Western University**

Honours Bachelor's Degree of Arts,