

Huang, Bin

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PROFILE

- Key career interests: ML/AI product design; AI Strategy; Data Strategy; Digital Transformation; Data Analytics
- Outstanding academic records from MIT and NUS; Received full scholarships and allowances

WORK EXPERIENCES

Agent Product Manager, Level3AI, Singapore

Feb 2026 to now

Lead customer service AI agent deployment, from re-engineering existing SOP into AI-native conversational flow, developing playbook for chain of thought, to testing and fine-tuning AI Agent's utterance and behavior

Selected projects

- Leading first customer service AI agent for leading gaming gear retailer, from system integration, SOP refinement to AI agent playbook development, testing and deployment
- Developed core customer service journey for retail client, including expired reward claim and voucher redemption

Lecturer, The University of New South Wales, Australia

Jul 2023 to Feb 2026

Conduct lectures in Business School, topics including AI Fluency, Machine Learning, Python Programming, Database

Independent Consultant, Singapore, Saudi Arabia, Australia

Jan 2019 to now

Engage in consulting projects via direct contracts in Singapore, Australia as well as with Oliver Wyman (Saudi Arabia); Conduct lectures and seminars as Adjunct Lecturer at four leading Singaporean universities

Selected projects

- Established Data/AI Strategy for an Australian government agency focusing on renewable energy; crafted the vision and 3-year implementation roadmap
- Conducted diagnosis on data architecture for HR Analytics department of a leading oil company and suggested major revamp of ETL process; Built dashboard prototypes in Power BI for future implementation
- Detailed out Data Strategy for a Saudi government entity's new Data Office; crafted Data Governance policies and processes (e.g., Data Sharing, Data Classification)
- Led The Kuok Group's IT transformation in Mobile Device Management (MDM) and Cloud Access Security Broker (CASB) to protect company data on BYOD devices and cloud across all subsidiaries and departments
- Conducted Commercial Due Diligence for an M&A transaction in the Australian Superannuation sector, evaluating the business model and long-term viability of the existing technology
- Co-led RFP process for an international legal company to procure a new billing platform across member firms; analyzed key pain-points and consolidated into strategy-level solution requirement; contributed to process redesign, high-level architecture, security and compliance framework
- Conducted lectures for undergraduate/Master-level courses at Business Schools across four Singaporean universities on Data Visualization and Effective Storytelling, Python Programming for Business, Causal Analytics

Manager, Product Management, Shopee Singapore Private Limited, Singapore

May 2018 to Oct 2018

Lead a team of 5 junior Product Managers to manage three product lines, namely Acquisition, Listing and Basic Account Management; Execute from concept, to design, prototyping, testing, UAT and launch plan

Selected projects

- Planned and executed buyer's referral program; Cooperated with marketing team on defining concept, referral reward rules, fraud checks, to effectively acquire new signups as well as control budget and fraud risk
- Designed overall approach to revamp fundamental data structure, such as category tree, standard product unit, attribute system, to improve internal listing management and enable search and recommendation revamp

Digital McKinsey Associate, McKinsey & Company, Singapore

Oct 2016 to May 2018

Set strategy and roadmap to enable digital transformation and defend incumbent against disruptive tech startups; Bridge the gap between business and IT

Selected projects

- Conducted business benefit analysis of digitization program within customer service for leading Southeast Asian telco; Co-led re-engineering of e-care mobile app, involving 20 developers both onshore and offshore; Took charge of client stakeholder management as the main on-site representative; Presented to Chairman at board meeting
- Oversaw cost-cutting program within IT department of leading Australian Telco, with a target of 40 million AUD cost reduction
- Oversaw the implementation of analytics models for digital procurement and digital supply chain work streams under Digital Capability Center, an Industry 4.0 initiative created by McKinsey and the Advanced Remanufacturing and Technology Center (ARTC)

Software Developer, Barclays Bank Plc, Singapore

Jun 2011 to Sep 2016

Design and implement IT solutions covering trade flow, data analytics and risk control of the award-winning FX trading platform; Coordinate with business users and testers in London and Prague to ensure robustness of the deliverable

Selected projects

- Designed and implemented end to end risk control solution to identify trades with irregular margin being charged to clients; Collaborated with Foreign Exchange sales team closely on requirement gathering, data enrichment and data calculation; Flagged over 30 colossal trades per week that could have resulted in major reputational damage
- Published to platform users real time prompts of new figures, such as CPI, unemployment data, to allow timely effective hedging; Analyzed user feedback to identify key features needed for enhancement of overall user experience; Coordinated with 3rd party data vendor based in London on incoming data retrieval
- Investigated Partial Differential Equation computation of pricing model to identify a recurring instability issue; Corrected abnormal pricing behavior allowing traders to quote price more accurately

Supply Chain Optimization Consultant, Mitsubishi Heavy Industries Ltd, Japan

Sep 2009 to Aug 2010

Master Thesis Project at MIT

- Worked closely with the Heavy Industry Optimization team of client company over virtual communication channels; Built Tactical Model based on provided data to improve the workload balance of their turbine blades serial manufacturing line; Smoothed out the production to minimize costs due to supply and demand uncertainties
- Provided solid foundation for another PhD student and accredited as a key reference in his PhD dissertation

SKILLS

- Programming experience: Python, C++, VBA, SQL, C#, Java, C, UNIX programming, MATLAB
- Technical skills: AI application, Product Management, UI/UX design, Machine Learning modelling
- Mathematical background: Data Analytics, Optimization methods, Numerical Simulation, modeling
- Languages: **Spoken and written proficiency in English and Mandarin**, Beginner's level in French

EDUCATION

Massachusetts Institute of Technology, Cambridge, MA, USA

Sep 2009 to Aug 2010

Master of Science in Computation for Design and Optimization (GPA: 5.0/5.0)

National University of Singapore, Singapore

Aug 2010 to Dec 2010

Master of Science in Computational Engineering (Second Degree)

Awards: Singapore – MIT Alliance Graduate Fellowship (**100%** coverage of tuition fee and allowance)

National University of Singapore, Singapore

Jul 2005 to Jun 2009

Bachelor of Computing in Computer Engineering (GPA: 4.77/5.00)

Awards: Valedictorian (Reserve); IEEE **GOLD** Medal (Top Student in B.Comp in Computer Engineering); PRC Scholar Scheme (**100%** scholarship and allowance)