

MIN WANG

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EDUCATION

New York University 09/2021 - 12/2024
M.S. Learning Technology and Experience Design

University of Pennsylvania 09/2015 - 05/2017
M.S. Teaching English to Speakers of Other Languages

RELEVANT EXPERIENCE

Course Development and Quality Assurance Assistant 01/2023 - 08/2023
NYU Tandon School of Engineering, New York, US — Internship

- Audited 10+ online courses against defined quality criteria, running structured root-cause analysis on recurring gaps in content, structure, and assessment, and recommending remediation.
- Synthesized recurring issues across reviews into a 40-minute faculty enablement module, converting one-off findings into a reusable internal resource that prevented the same defects recurring.

Product Designer 07/2022 - 08/2022
ReadyAI, Pittsburgh, US — Internship

- Led end-to-end design to transform ReadyAI's instructor-led AI course into a self-guided interactive learning app, owning the project direction independently without a dedicated mentor.
- Investigated user problems using 100+ qualitative feedback logs from parents and teachers, synthesizing recurring patterns into a prioritized set of opportunities.
- Re-architected the end-to-end course flow around a lead-in → input → output model to create clearer structure and measurable checkpoints.
- Defined milestones, scope and communication cadence to manage the workstream across time zones fully remotely, without on-site guidance.

Product Designer 05/2021 - 08/2021
Ihuman Inc, Beijing, China — Internship

- Produced the personalized learning recommendations shown to parents in a parent-facing app, consulting subject-matter experts across three product lines to turn each app's instructional logic into advice parents could act on.
- Proposed 5 engagement approaches — social proof, personalization, and reward mechanics — to drive the target parent behavior, with 3 selected and carried into hi-fidelity prototypes.
- Partnered with Engineering and UI on v1 scope and technical feasibility for a parent-facing audio feature, mapping the end-to-end user journey from discovery to listening.

Founding Learning Experience Designer 11/2018 - 05/2021
TAL Education Group, Beijing, China

- Owned a new product end-to-end as the 2nd member of its founding team — discovery, launch, and post-launch iteration — scaling an in-person self-directed math learning product from a 20-student pilot to 200+ students within one year through cross-functional delivery.
- Turned an ambiguous product goal into a concrete framework by synthesizing learning theories with parent market research, defining three developmental outcomes that became the decision criteria for product scope and go-to-market positioning.
- Pitched and launched a multi-touchpoint engagement journey for the parent customer segment — tiered progress reports, classroom observation sessions, and workshops — and owned renewals for that parent customer base, sustaining an 80% retention rate.
- Re-architected a core service model from teacher (1:6) to mentor (1:8), building the enablement program for 20+ new mentors and establishing feedback loops that held quality consistent as the team scaled.
- Led the product's migration from on-site to digital delivery, coordinating Product and Design to hold launch readiness through a major change in plan.

SKILLS

Tools: Figma, FigJam, Mural/Miro, Notion, Asana, Google Workspace, Microsoft Office (Word, Excel, PowerPoint), Claude, Lovable

Methods: Product Discovery, Requirements Discovery, Stakeholder & SME Collaboration, Scope & Milestone Planning, Root-Cause Analysis, Quality Review & Acceptance Criteria, Post-Launch Measurement, Client Relationship & Renewal Management, User & Market Research (Interviews, Surveys), Cross-Functional Coordination, Remote & Async Delivery

Languages: English (Professional), Mandarin (Native)