

# Mabel Tan

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## EXPERIENCE

### **Supahands.com • Product Manager • May 2015 - present**

Product manager for Supahands Workplace platform. Key role in transitioning manual tracking and sourcing of agents to the online platform that allowed the company to manage the tripled scale of outsourced agents. Team lead for product team and improved processes for team communication. I also run team and culture building activities in support of the company's growing team.

### **VLT Labs • Product Manager • May 2015 - August 2016**

I ran design sprints and human-centred research in collaborative workshops with clients who needed further validation on their idea. As part of a venture builder, I have worked with multiple new startups; bringing them from idea conception to product launch in MVP, alpha or beta versions.

### **FrogAsia • HR & Culture Executive • July 2014 - Nov 2014**

As part of my Masters thesis, in partnership with the company, I ran an Industry Research Project on Organisational Culture: I managed the rollout of piloted HR & Culture initiatives and programmes — and delivered company-wide team-building workshops while exploring the organisational structure and its impact on office culture.

## EDUCATION

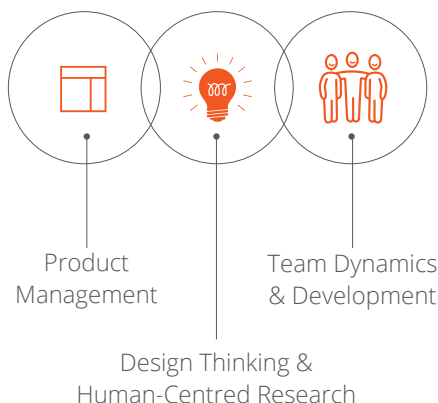
### **Master of Arts, Digital Media Management • Hyper Island, England • Jan 2014 - Dec 2014**

Facilitation, design thinking, business transformation and strategy, organisational culture analysis.

### **Bachelor of Arts, Media Studies (1st Class Honours) • Teesside University, England • Sep 2010 - May 2013**

Content and journalistic writing, media and culture analysis, marketing, branding, media production.

## SKILLS



### **Product Management**

Requirements Building (jobs-to-be-done/user stories), Project Management, User Acceptance Testing, Competitor Analysis, Roadmapping

### **Design Thinking & Human-Centred Research**

User Journey Mapping, Customer Persona Development, User Interviews, Design Sprint Facilitation

### **Team Dynamics & Development**

Culture Workshops, Team Building Facilitation, Content Development for Workshops

### **Languages**

English (Native Proficiency), Malay (Working Proficiency)

## INTERESTS

**Travel** • Japan, Indonesia, United Kingdom, Sweden, France

**Activities** • Photography, Writing, Yoga