

Chew Harris Rezal

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San Francisco Bay Area, CA

WORK EXPERIENCE

Founding Product Manager, Cyberland Consultancy Oct 2022 to Present

Cyberland provides customised B2B2C CRM platforms with mobile apps for SMBs.

- Generated **\$1M new revenue** by pioneering a **0-to-1 product** in an untapped vertical, owning strategy and driving end-to-end execution with a **30+ member** cross-functional team.
- Achieved **10% ARR growth** by identifying finance workflow gaps and leading the integration roadmap for accounting systems (Xero, NetSuite), unlocking upsell revenue opportunities.
- Drove a **20% Activity Album adoption** increase by diagnosing friction and validating an **AI caption generator** feature through structured partner client's **A/B testing**.
- Launched a multi-bank QR payments feature in **2 months**, facilitating **\$S\$3M+** in annualized payment volume across **13,000+ users**.
- Owned end-to-end **change management** across **10+ enterprise** rollouts, driving alignment across executives, operations, and end clients with minimal disruption at scale.

Co-Founder (Product Manager), GoDigi Pte Ltd Jan 2022 - Sep 2022

EdTech startup delivering child development recommendations to preschool parents, merged with Cyberland in Oct 2022 following successful product outcomes.

- Defined product vision and launched a recommendation engine **MVP in 3 months** that transformed preschool assessment data into personalized parent insights, surfacing developmental gaps early.
- Monetized MVP through **referral fees** when parents enrolled children in recommended enrichment classes.
- Led BD and go-to-market efforts that onboarded **10 preschool centers** and reached **~300 parents** during MVP rollout, paving the way for a **strategic merger with Cyberland**.

Software Engineer (Robotics), NCS Pte Ltd Aug 2021 - Dec 2021

NCS is the leading IT services provider in Asia-Pacific with over SGD 1 billion in annual revenue.

- Developed a **WebRTC live-streaming** application providing a live video feed from the security robot's point of view, enabling immediate remote decision-making.
- Enabled National Gallery Singapore's concierge robot to **successfully progress** beyond the POC stage by developing interactive visitor engagement interfaces.

PROJECTS

TimelyCal, AI-Powered CalTrain Assistant Bot 2025

Solo Builder | Python, FastAPI, Google Cloud Run, Supabase, Telegram Bot, Gemini, Claude Code

- Built a Telegram bot that converts Caltrain's static PDF timetable into a vector database, enabling **RAG-powered conversational schedule** queries and **real-time delay alerts** via 511 SF Bay API integration.
- Built a RAG pipeline with 2-stage LLM intent parsing and pgvector similarity search, cutting query latency from **30-40s to under 3s** for commute-specific natural language queries.

EDUCATION

Nanyang Technological University, Bachelor of **Computer Science** with **Honours (Merit)** Aug 2019 - Dec 2022

SKILLS

Certification: Project Management Professional Certification (PMP) (Ongoing),

Core Skills: Product Strategy, Product Execution, Data Analytics, Design Thinking, Go-to-Market (GTM), Prompt Engineering, AI Evaluation, Agentic System Design, RAG Product Design.

Technical Skills and Tools: Claude Code, ChatGTP (Codex) Amazon Web Services (AWS), Google Cloud (GCP), SQL (MySQL), NoSQL (MongoDB), Supabase, Google Analytics, Amplitude, Figma, Programming (Python, JavaScript, PHP), Linux (Ubuntu).