

# Jiawei Chen (Jael Chen) AI / Agent Product Manager

Hangzhou, China · Open to relocation / remote | +86 188 7498 8048 | Jael\_Chen@foxmail.com | jaelchen.com | GitHub

## SUMMARY

AI / Agent product manager with experience in complex product delivery and a full-time 3-person startup. Managed 282 SKUs and 80+ concurrent projects at TP-Link, then built a five-layer AI-native product system spanning data, service agents, user touchpoints, growth automation, and model fine-tuning. Hands-on across discovery, product definition, prototyping, technical validation, launch, evaluation, and iteration, with explicit human-in-the-loop controls for LLM reliability.

### AI Product

Agents, RAG, knowledge systems, evaluation, routing, human review

### Product Delivery

Discovery, PRDs, prototyping, metrics, launch, cross-functional execution

### Technical

Python, TypeScript, SQL, APIs, Serverless, QLoRA, LLaMA-Factory

## EXPERIENCE

### Zehuai Imaging Studio | Founder & AI Product Lead Feb 2026 - Present

Full-time startup | 3-person team | Premium Chinese-style portrait photography

- Defined and delivered a five-layer AI-native product architecture across customer touchpoints, intelligent services, data platform, growth tooling, and model layer; completed 9 product and engineering projects from requirements through MVP validation.
- Mapped 12 critical workflow nodes, designed 17 Feishu data tables and 12 automation rules across acquisition, consultation, production, delivery, and review; no process-related missed orders after launch.
- Designed a Service Agent and WeChat bot for 18 consultation scenarios with confidence-based routing, human review, fallback, and knowledge feedback loops. Internal small-sample estimates: 90%+ retrieval accuracy and 50%+ automation for basic repetitive inquiries.
- Fine-tuned Qwen 1.5B and 7B models with 4-bit QLoRA on a 16GB GPU; training loss decreased from 2.377 to 1.369 and 2.732 to 1.524, with an OpenAI-compatible FastAPI inference service.

### TP-Link | Commercial Project Manager Jul 2024 - Feb 2026

- Owned the lifecycle of 282 SKUs and coordinated 80+ concurrent projects across five hardware and software product lines, including switches, PoE, optical modules/OLT, Omada Controller, and country-specific software.
- Led an overseas NFC feature definition, identified trademark and user-comprehension risks, and drove adoption of a combined Bluetooth + NFC interaction proposal.
- Established parallel validation and exception-decision mechanisms under supplier and holiday supply-chain risks, recovering two weeks on a high-risk bid and delivering five urgent products 15 days early.

## SELECTED PROJECTS

### Service Agent | RAG customer service and knowledge flywheel

- Designed query rewriting, retrieval, reranking, confidence tiers, human approval, and knowledge synchronization; prevents low-quality conversations from directly contaminating the knowledge base.

### Data Platform + Collator | Operational data model and multimodal ingestion agent

- Built a 17-table operational backbone and a perceive-understand-execute ingestion agent using OCR/ASR/CLIP, four-stage cleaning, and five validation constraints.

### Lumen Ink | Multi-model AI image editing workspace

- Unified GPT Image, GLM, Gemini, and Seedream through a Provider/Adapter architecture; translated professional retouching expertise into a six-part prompting framework and six editing tools.

### LoRA Customer Service Model | Single-GPU QLoRA and local serving

- Converted 30+ business documents into Alpaca/ShareGPT datasets; delivered dual-base fine-tuning, local RAG, streaming SSE, session management, and an OpenAI-compatible API.

## EDUCATION & SKILLS

Central South University | B.S. in Materials Physics | Sep 2020 - Jun 2024 | CET-6 | Provincial-level innovation & entrepreneurship award

Tools: LangGraph, Dify, LangSmith, LLaMA-Factory, PEFT, Feishu Bitable, CloudBase, Vercel, React / React Native, Docker, REST APIs, SQL

Metrics marked as internal estimates are based on small-sample tests or operational observation and require larger-sample validation.