

JASON HSU

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BACKGROUND

University of Southern California - BS in Computer Science, Business Administration
UC Berkeley Blockchain Xcelerator, Taiwan Tech Arena, US Market Access Center, Draper University, Plug N Play
Google Analytics/AdWords, Jira, Confluence, Agile, Scrum, Kanban, Salesforce, Zendesk, SAP, R, SQL, Tableau, HTML, CSS, JS, Chinese

WORK EXPERIENCE

Product Marketing Manager @ BitMart (New York, NY, USA) Jul 2021 - Present

- Product/Operations - Responsible for all token listings and their life cycles on the exchange. Administered 170+ token listing operations. Audited token quality, compliance, and market fit. Scheduled feature launches based on available resources. Set listing price, decimals, min withdrawal, and related fees for each token. Monitored token health, impact, and liquidity. Gathered UX feedback and institutional integration requirements to improve product and retention programs.
- Marketing/BD - Fast-tracked token listings. Managed a team of 5 and devised customized marketing campaigns. Facilitated institutional partnerships and accommodated technical requirements. Initiated new branding efforts through conducting live CEO/KOL interviews, representing the company as a panelist, sponsoring hackathons, and hosting company events.
- Comms - Standardized processes and announcement formats. Initiated brand refresh efforts and built support escalation channels.

President @ KryptoGO USA (San Mateo, CA, USA) Apr 2019 - Jul 2021

- Grounded the company in the US and built local relationships with potential investors and clients. Represented the company in pitching to VCs at Draper University, SF Blockchain Week, UC Berkeley, and various angel funds.
- Product - Initiated a B2C product line to bridge traffic, accessibility, and reputation to our core B2B RegTech service offerings.
- Growth/Marketing - Rebranded company identity and mission for easier sales. Applied for and attended Berkeley Blockchain Xcelerator. Acted as the point of contact for US Market Access Center. Presented our product at CES 2020.

Regional Manager NA @ Bincenive (Taipei 101, Taiwan) Feb 2019 - Jul 2021

- Built scalable CR infrastructure using HubSpot CRM, Zendesk live chat/ticket system, AI bots with customized HTML, CSS, and JS. Created EN, CN, KR help centers for member and event sites. Drafted documents including legal terms, white papers, privacy policies, token transparency compliances, sales & app store materials.
- Product/Marketing - Researched market trends to drive product strategy. Monitored product health and uptime. Submitted redesigns based on GA, QA, and user feedback using Jira, Redmine, and Zeplin. Designed and implemented bounties/airdrop programs. Initiated new marketing channels including Reddit, Bitcointalk, and Telegram (from 0 to 5k). Consolidated email marketing campaigns using Mailchimp. Optimized SEO through responsiveness/structure redesign, link building, and press releases.
- Client Relations/Sales - Managed global databases and communities. Troubleshot events and promos. Converted leads into clients.

Ops Associate @ Bench Accounting (Vancouver, BC, CA) Dec 2017 - Oct 2018

- Represented the point of contact for our SaaS product. Administered client finances up to -10M in annual expenses.
- Strategy - Profiled clients to help allocate workforce utilization. Analyzed internal metrics and hiring criteria using R and Tableau. Created live performance dashboards and communicated actionable insights with stakeholders.
- Marketing/Ops/Sales - SEO auditing, internal backlinking, and content formatting. Onboarded clients under 24-hour turnaround time and exceeded monthly targets. Used Zendesk/Drift/Salesforce in lead funneling, client qualification, and pricing customization.

PAID PROJECTS

Product Manager @ Hotpot Finance (Remote) Jun 2020 - Jul 2021

- Iterated a DeFi/CeFi hybrid token product from scratch and launched a new liquidity mining all-in-one-pot protocol.

Product Management Intern @ COMET Technologies USA (San Jose, CA, USA) Summer 2015

- Revamped pricing model with rebates, acceptable discounts, clear margins, and competitive rates.
- Implemented an improved process for product grouping on SAP.

Project Manager @ LA County Assessor's Office (Los Angeles, CA, USA) Sep 2015 - Nov 2015

- Rewrote HTML Decline-In-Value website in PHP for more streamlined and secured backend data storage.
- Redesigned frontend UI for consistency. Completed project in the allotted 3-month period. Saved client an estimated ~\$40k bid.

Web Developer @ USC Viterbi School of Engineering (Los Angeles, CA, USA) Jan 2016 - May 2017

Research Assistant @ USC Keck School of Medicine (Los Angeles, CA, USA) Aug 2015 - Mar 2016