

MING-YI CHUANG SMITH, PMP

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SUMMARY

Bilingual and highly motivated professional with over 15 years of experience in product development, project management, and customer engagements. Exceptionally skilled in implementing B2B, digital, and analytical products and working in an unstructured environment. Demonstrated success in partnering across business and technical verticals for product delivery and roll-out. Experienced in presenting to C-suite executives and demo to large audiences. Passion for empowering and mentoring staffs and teams.

Federal Reserve System

FedNow Product Owner, Onboarding Platform

2021-Current

Lead multiple vendor scrum teams to deliver and launch a Salesforce platform to automate onboarding of 10,000 financial institutions and service providers to FedNow instant payments system.

- Collaborate with stakeholders across sales & marketing, product, engineering, legal, compliance and security teams to create product roadmap, define feature and story prioritization.
- Present MVP product roadmap and demo product functionalities to management committees and agile ceremonies with over 300 participants.
- Lead the first-ever enterprise implementation of automated document digitization, user verification and e-signing integrated solution with approvals by legal, compliance, and risk groups; expected to reduce document processing time by 75%.
- Create prototypes and personas with UX/UI teams to deliver best-in-class customer experience solutions.
- Oversee UAT preparation and support: including multiple Salesforce environment setup, identify test scenarios, data requirements, and user role/access, test case execution and reviews.
- Continuous management, refinement, and prioritization of backlog. Work with technology leads to prioritize and communicate product requirements with development teams.
- Prepare presentation for executives on operationalizing instant payments for industry events.
- Identify and resolve enterprise-level risks. Actively manage vendor relationship for quality delivery.

Account Services Responsibility Manager, Foreign Central Banks

2019-2021

Supervised a team of 7 to service over 200 foreign central banks, foreign governments, and official international institutions with depository and investment accounts at the Federal Reserve.

- Established emergency banking service to support international US dollar shortages due to COVID-19.
- Engaged customers to address new account and cross-border payment requests or issues; created SWIFT messages, and process improvement strategies customer engagements.
- Led group-wide MS Dynamics user testing and adoption: developed new cross-functional workflows and procedures, and trained cross-functional teams. Advised on CRM roadmap and release planning.
- Developed recommendations to improve annual FACTA tax preparation process for foreign central banks, including cost & resource effective vendor engagement models.
- Oversaw tax vendor engagement, including drafting and negotiation of contracts and service level agreements, reviewed vendor timesheets and invoice processing.
- Managed risk management workstream to mitigate customer issues, cyber, and operational risks.

Platform Project Manager, Federal Reserve Portfolio (SOMA) Analytical System

2012-2013

Managed the multi-million capital implementation of a data analysis and reporting system to support the Fed's multi-trillion loan portfolio.

- Partnered with senior stakeholders to understand financial forecasting models and developing model review process.
- Managed dependencies with parallel enterprise projects to ensure quality data was utilized in the system.
- Developed resource planning with inputs from business and technical managers.
- Prepared project reporting in waterfall and agile approaches.

Project Manager, Data Management Office **2010-2012**

- Managed vendor-driven projects to implement business intelligence tools and markets data acquisitions.
- Formulated and implemented a budget forecast system and standardized the project accounting process.
- Streamlined contractor and vendor payable process; reduced processing time by 70%.

Senior Business Analyst, Treasury **2008-2010**

Developed a U.S. debt projection system and coordinated related tasks with the Treasury Department and an external vendor.

Models Risk Bank Examiner **2005-2008**

Conducted model risk reviews at various large banking institutions in NYC.

Assistant Economist **2003-2005**

Researched and analyzed U.S. labor productivity and contributed to monthly macroeconomic forecasts.

Other Skills and Activities

SWAN Chinese-American International School, New York

Director of Communications & Gifts **2018-2019**

Established bilingual digital and social media marketing strategy: implemented multi-lingual school website, created digital and video campaigns for email and social media which resulted in 200% increase in enrollment and donation.

MYSmith Design, New York **2015-2018**

Principal – designed and built custom B2C web solutions for small business and non-profits.

EDUCATION & CERTIFICATION:

New York University, M.A., Economics.

Barnard College, Columbia University, B.A., Economics and Music.

Project Management Institute, PMP certification.

Google Front-End Web Developer Nano-degree.

TECHNICAL SKILLS:

Fluent in Mandarin & Taiwanese. ID.me, CRM systems: Salesforce & MS Dynamics, DocuSign, MS Office Suites (Teams, Office 360, Sharepoint and Project), JIRA, Octane, BI tools (Spotfire) Confluence, Adobe Suites (Photoshop), Website Designs (HTML, CSS, Wordpress, Wix and Weebly).

OTHER SKILLS & ACTIVITIES:

Classically trained performing concert pianist and pianist. 1st violin section in New School University Community Orchestra (2014-2018). Hillman Housing Corporation Cooperative Finance Sub-committee member.