

QIRUI (RAE) SUN

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PROFESSIONAL SUMMARY

Senior Product Manager with 7+ years scaling complex, multi-layered enterprise systems at national scale — from hybrid cloud/edge infrastructure serving 120K+ users across 31 provinces to zero-to-one AI product development. MS in Engineering Management, NTU Singapore.

CORE COMPETENCIES

Complex Systems & Scale: SaaS, multi-platform products, hybrid cloud/physical infrastructure, enterprise architecture, go-to-market strategy
Product Craft: Product lifecycle management, product strategy & roadmap, user research, UX design, prototyping (Figma, Axure), PRD, Agile/Scrum
Technical & Domain: GenAI/LLM products, prompt engineering, cybersecurity, data-driven analytics, metrics design, API integration, Python, R, SQL
Leadership & Communication: Cross-functional team leadership, stakeholder management, B2B partnerships, bilingual (Mandarin/English)

PROFESSIONAL EXPERIENCE

Product Lead | *Estha.ai (Internship)*

Singapore | Dec 2025 – Jun 2026

- Led product strategy and delivery for Estha for Mac, a local-first AI chatbot platform on Apple Silicon positioned around data sovereignty, shipped its 50-bot launch library, and drove Apple partnership groundwork.
- Expanded the platform's market from education into enterprise and SME segments — identified and scoped new use cases, secured the first enterprise contract.
- Delivered initial product versions for healthcare and hospitality clients; designed reusable bot templates and self-serve onboarding flows that enable non-technical customers to deploy AI chatbots independently.
- Designed and built the MVP of a conversation analytics dashboard that turns chatbot interaction logs into actionable insights.

Senior Product Manager | *China Telecom Cybersecurity Technology Co., Ltd.*

Beijing | Feb 2021 – Jul 2025

- Owned a national-scale Secure DNS ecosystem spanning cloud and physical server infrastructure, a centralized analytics platform, and 5+ edge access points (network gateways, PC software, portable WiFi devices, routers, firewall integrations).
- Scaled adoption from thousands to 120,000+ users in 14 months by designing distinct product versions per deployment scenario and executing GTM across 31 provincial branches with tailored regional strategies.
- Designed three national-scale operational dashboards — regional adoption, threat protection, and DNS operations — enabling data-driven decisions on resource allocation, client prioritization, and capacity planning.
- Built the company's first UX evaluation framework and led redesign of internal operations and customer self-service portals based on user research findings.

Product Manager | *QAX Technology Group Inc.*

Beijing | Jul 2018 – Feb 2021

- Managed 7 enterprise cybersecurity products serving government and critical infrastructure clients, coordinating across engineering, UX, and sales to deliver custom solutions for high-security environments.
- Co-designed shared capability platforms that abstracted common modules across product lines — shortening custom project delivery cycles by 2–3x across two major products (situational awareness, SOC).
- Rescued a Network Security Policy Management product from zero revenue and planned shutdown through a 100-day architecture and UX overhaul — secured multiple enterprise clients within 6 months, including a national critical infrastructure organization that elevated the solution to a core layer of their security framework.

EDUCATION

Nanyang Technological University | Singapore | Aug 2025 – Jun 2026

Master of Science in Engineering Management | GPA: 4.9 / 5.0 (Dean's Honours List)

University of Pittsburgh | Pittsburgh, PA, US | Aug 2016 – May 2018

Master of Science in Information Science | GPA: 3.786 / 4.0

Beijing Technology and Business University | Beijing, China | Sep 2012 – Jun 2016

Bachelor of Engineering in Automation | Major GPA: 3.77 / 4.0

CERTIFICATES & MEMBERSHIPS

Certifications: Google AI Professional (Google, 2026), UX Design (Google, 2024), AI & PM (IBM, 2025), Python (MITx, 2016), Information Security (CNSS, 2018)

Memberships: Member, Singapore Computer Society (SCS), since 2025