

Milan Tu

MIS Senior | Product, AI & Process Improvement | Python, APIs, and Data Analysis
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EXECUTIVE SUMMARY

SJSU Management Information Systems senior with a 3.86 GPA and experience supporting operations, coordinating workflows, analyzing performance data, and improving team processes in fast-paced environments. Proven track record of driving measurable results at World Wrapps through cross-functional coordination, training, documentation, and data-informed process improvements.

EDUCATION

San Jose State University

Aug 2025 - May 2027

Bachelor of Science, Business Administration, Concentration in Management Information Systems (GPA: 3.86)

San Jose, CA

- **Achievements:** Dean's List: Spring 2024, Fall 2024, Spring 2025, Fall 2025, President's Scholar: Spring 2026
- **Coursework:** Intro to Business Programming (Python), Fundamentals of Business Analytics, Networking and Data Communications, Systems Analysis and Design, Database Management Systems, Fundamentals of MIS

WORK EXPERIENCE

World Wrapps | *Social Media Marketing Intern*

Jul 2025 - Aug 2025

- Increased Instagram reach by 32% and engagement by 10% by tracking campaign performance, analyzing engagement metrics, and recommending data-informed adjustments to content strategy.
- Supported campaign planning and execution by organizing deliverables, testing messaging variations, and communicating performance insights from A/B tests to improve click-through and open rates.
- Improved team workflow efficiency by 30% by maintaining content schedules in Monday.com, coordinating across stakeholders, and keeping tasks on track against deadlines.

Shift Supervisor / Front of House

Mar 2023 - Aug 2026

- Supported daily operations for 100+ customers by coordinating front-of-house workflows, aligning with third-party vendors, and maintaining consistent service quality in a high-volume environment.
- Reduced onboarding time by 20% by training 2–3 new hires per quarter on POS systems, process accuracy, and standardized procedures, improving team readiness and execution consistency.
- Improved service flow and team productivity by identifying workflow gaps, adjusting task delegation, and helping implement more efficient staffing and operational processes.

PROJECTS

Spotify Study/Focus Feature – Product Case Study <https://tinyurl.com/2uhac76a>

- Conducted 8 user interviews to identify recurring study-session pain points and translated findings into clearly scoped feature requirements and project priorities.
- Documented key user needs and constraints, including the need for notification whitelisting, to support decision-making and define an MVP aligned with real-world usage patterns.
- Created an initial PRD with success metrics, feature scope, and implementation priorities, strengthening experience in structured documentation and cross-functional project planning.
- Designed a clickable Figma MVP for Spotify Focus Mode, designing core user flows across multiple screens with interactive UI inputs to demonstrate feature functionality and validate the product experience.

Gemini-Powered Checkers Player <https://github.com/milancreon/Gemini-Powered-Checkers-Player>

Mar 2026 - May 2026

SJSU MIS 320

- Developed Python-based checkers player integrating Google Gemini API for move decision-making, reducing illegal move rate from 40% to <1% through iterative prompt engineering and hybrid validation approach.
- Implemented dual-layer solution combining LLM strategic reasoning with algorithmic rule enforcement to ensure tournament compliance, preventing AI from violating mandatory game rules.
- Optimized API integration performance from 7-second to 1.2-second average response time by selecting appropriate model variants (gemini-2.0-flash), tuning parameters (temperature, max tokens), and implementing time-aware processing.
- Debugged non-deterministic AI behavior through systematic testing, building custom Tkinter GUI for visual validation and bot-vs-bot automated testing that identified edge cases in jump detection logic.
- Managed API resource constraints by implementing retry logic with exponential backoff to handle rate limiting (429 errors) and high-demand periods (503 errors), ensuring reliable performance

PROFESSIONAL DEVELOPMENT

IBM Product Manager Professional Certificate - Coursera (In Progress) Completed Course: Product Management: An Introduction

Strengthened understanding of the end-to-end product lifecycle and the product manager's role in driving value across discovery, delivery, and iteration. Improved ability to align product decisions with stakeholder needs, value creation for customers and the business, and clear success metrics. Built foundational skills in product strategy, market research, and cross-functional collaboration that I now apply to entry-level PM projects and side products.

SKILLS

- **Technical:** Excel, Monday.com, Python, R, Figma, Generative AI / LLM Integration, Google Gemini API, API Development, Data Validation, Debugging, Prompt Engineering
- **Project/Business:** Project Coordination, Process Documentation, Stakeholder Communication, Data Analysis, Workflow Optimization, A/B Testing