

Xiangxi (Ted) Song

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WORK EXPERIENCE

Robinhood Markets Inc

New York City, NY

Senior Product Manager - Money Experience

April 2023-Present

- Led **end-to-end user experience** for money transfers across all major rails, including ACH, debit card, wire, and Real-Time Payments.
- Drove **\$1 billion** in net deposits by defining product strategy and executing roadmap initiatives such as funding experience optimization and expansion of funding rails; outcomes validated through A/B testing.
- Generated **\$13 million** in financial impact by enhancing fraud controls through machine learning models and process automation—enabling higher trading volumes while reducing fraud losses.
- Launched critical money transfer capabilities to **support key firm-wide initiatives**, including IRAs, managed accounts, and event contracts.

Goldman Sachs

New York City, NY

Senior Product Manager - Lending Platform

July 2022-April 2023

- Manage an online Business Lending platform with a **\$400M exposure**, implement fraud/credit risk infrastructure, own the end-to-end user experience of onboarding, account management, and payments.
- Construct product **roadmap** and lead scrum **sprint planning** to build customer web experience.
- **Own partner relationship** with Amazon and a key vendor, coordinate partners to build loan application tracking. Increase application conversion and capture **\$5.5M additional booking**.
- Resolved a major pain point at payments by building an **API solution** to link customers' bank account with their loan account. Avoided delinquency for 100+ accounts and cleared **customer complaints to 0**.

MasterCard Inc

New York City, NY

Product Manager - Digital Payments

Aug 2019-July 2022

- Coordinated cross-functional teams to build a **web platform** for Mastercard's digital payment service onboarding, winning The Presidents Award at Mastercard for the best client-facing application.
- Drove product **Go-To-Market** and scaled to over **1500** banks/Fin-tech clients globally.
- Defined **product KPIs** and built **Tableau dashboards** to track on-boarding, usage, and support efficiency.
- Identified growth bottleneck via user interviews, helped more users gain access leading to **50% user growth**.
- Developed **CRM** strategy notifying clients about product service events using **Salesforce**, reduced customer support ticket queue by **20%** and ensured product stability during the high growth.

Chirp Social Networking Inc

Champaign, IL

Cofounder, Product Manager

Jan 2017-May 2019

- Achieved **20K users (3K DAU)** as founder of student startup to build a mobile app **from 0 to 1**.
- Increased **90% user growth** by launching 3 features to help users add friends: 1) Friend suggestion based on phone contacts, 2) algorithm detecting mutual friends, 3) QR code invite.
- Conducted user testing with MVP, and created user tutorial based on testing feedback, flattened user learning curve and raised 30-day **retention** rate by **20%** within a month.

EDUCATION

University of Illinois Urbana-Champaign

May 2019

Bachelors Dual Degree in Finance & Social Psychology

GPA 3.53/4.0

- University of Illinois Dean's List

ADDITIONAL INFORMATION

Portfolio of Side Projects: <https://www.tedsongportfolio.com/>

Certificate: Certified Product Owner.

<https://www.virtualbadge.io/certificate-validator?credential=cer-a301878e-eb6b-4d20-9a72-e2641a7d>

Skills & Tools: Agile Development, A/B Testing, User Research, UI/UX, Data Analytics, SQL
Jira, Visio, Confluence, Splunk, Figma, InVision, Adobe Analytics, Tableau, PowerPoint, Excel