

Hangi Timothy Lee

U.S. Citizen

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About Me: Product strategy and operations leader with 10+ years in management consulting (EY) and consumer technology (Charter), partnering with senior leadership to drive growth through data analysis, cross-functional execution, and process improvement. Experience scaling products from 0 to 10M+ users, building operating cadences, managing multi-stakeholder programs, and translating complex data into actionable recommendations

AI Projects

Strategy & Product Portal (AI researcher into companies through skills like Briefs, Situation Analysis, Product Competitive Analysis, and Product Growth Feasibility) | **Headhunter Portal** (AI searches, application fit, scheduling assistant, and visual tracker)

Education & AI

University of Michigan (Ann Arbor, MI) – Aerospace Engineering (BSE) – Class of 2014

Certifications:

Anthropic: AI fluency and frameworks & Building with Claude API | Microsoft: Transforming your Business with AI

Professional experience

Director, Mobile Product & Device Strategy / Operations

Charter Communications – Stamford & Denver | May 2022 – Nov 2025

Led team of 4–5 senior managers and analysts; selected for Director Leadership Development Training

Product Strategy, Analytics & AI

- Scaled mobile connectivity product from 0 to 10M+ users by establishing operating processes across product, engineering, commercial, and operations teams; drove growth strategy spanning acquisition, activation, and retention
- Identified whitespace opportunity and launched Anytime Upgrade program, scaling to 1M+ premium subscribers; built pricing model and 5-year P&L; increased ARPU by 10%, improved retention, and reduced churn; competitors adopted the model industry-wide
- Applied ML segmentation (k-means clustering) to identify high-value customer cohorts by engagement patterns, feature preferences, and conversion potential; directly informed targeting strategy; resulted in 2 new features and 1 new plan tier
- Researched and evaluated AI market landscape to develop enterprise AI strategy and roadmap; assessed automation and product opportunities using structured evaluation frameworks; synthesized findings into executive recommendations with defined success metrics
- Built analytics infrastructure and dashboards tracking user behavior, cohort retention, device supply forecasting, and conversion metrics; served as the central analytical layer for the Product organization's decision-making

Strategic Initiatives & Cross-Functional Leadership

- Negotiated strategic partnerships with Verizon, Comcast, and Govt stakeholders to align roadmaps and unlock joint value or defend against price negotiations with Verizon's Wholesale Business
- Partnered with Govt Affairs and FCC to change US regulation on unlocking mobile devices to be standardized (ongoing)

Senior Manager, Corporate Growth & Strategy Advisory Services

Ernst & Young (EY) – New York, NY | Jan 2015 – Apr 2022

Promoted to Senior Manager; transitioned to Charter before title took effect

Strategy, Market Research & Product Analytics

- Led 3 consumer product launches (0 to ~10M users each); owned full lifecycle from P&L modeling and business planning through execution and optimization; one product was subsequently acquired
- Led 4 digital improvement initiatives through cognitive walkthroughs and data analysis including 5-year business cases and operational roadmaps; transformed client delivery from waterfall to agile experimentation; managed requirements across 50+ stakeholders
- Led enterprise billing platform migration (legacy to AMDOCS) covering all customers, APIs, and system functions; managed requirements from 50+ stakeholders; secured SLT approval and launched successfully
- Led MarTech go-to-market strategy for 2 global platform launches (major consumer goods and credit card company) across 3 regions and 40+ countries; built global architecture with local flexibility covering data migration, taxonomy, audience targeting, and operations; delivered within 4–6 month timelines

Skills, internships, and interests

- + **GTM & Strategy:** Strategy & Intelligence: Competitive Intelligence | Market Analysis | Financial Modeling | Strategic Research | Executive Recommendations | Cross-functional Stakeholder Management
- + **Technical & Analytics:** Python | SQL | ML Segmentation (k-means) | Predictive Modeling | Cohort Analysis | JIRA | Tableau | Salesforce
- + **Languages:** Native English | Fluent Korean | Taking Mandarin Classes (Beginner)
- + **Internships:** Trelleborg (Automotive) | Rocketplane Kistler (Aerospace) | United Airlines (Airline/Aviation)
- + **Interests:** Bonfires with friends | Golf, tennis, pickleball | DIY furniture design (for two cats) | Volunteer at RMFR Cat Shelter