YIHENG (VICKY) WANG

Project Manager & AI Operations · PMO · Agile Delivery
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Project coordinator who turns messy work into clear owners, rules and quality checks, for teams of people and AI agents. Ran delivery for a 26-agent team at Web Summit 2026, and earlier, cut order errors from 30% to under 5%. Spots problems early and builds processes the team can run on its own.

CERTIFICATIONS

Certified Agile Facilitator (CAF) | Scrum Alliance — *Aug 2026*
Google Project Management Professional Certificate | Google via Coursera — *Jun 2026*
Google AI Essentials Certificate | Google via Coursera — *May 2026*
Professional Scrum Master I (PSM I) | Scrum.org — *Dec 2025*

SKILLS

Project coordination: Stakeholder Management · Status Reporting · Risk & Issue Tracking · Quality Assurance
Methods: Agile · Scrum · Kanban · Workshop Facilitation · Process Mapping & SOPs · Root-Cause Analysis
Tools: Jira · Confluence · Trello · Notion · Miro · Microsoft Office · Google Workspace · Claude Code · GitHub
Languages: Mandarin Chinese (Native) · English (Fluent) · Portuguese (Conversational)

PROFESSIONAL EXPERIENCE

Project Manager (Part-time) | RiskMandate.ai · Lisbon, Portugal (Remote) — *Oct 2026 – Present*
UK startup working on how AI agents behave in business. Founder: Dinis Cruz.

- **Web Summit team:** PM for the 6-person team at Web Summit 2026. Owned the shared board, deadlines and follow-ups. Pitched at our booth and secured 7 follow-up contacts.
- **Agent operations:** Run 26 AI agents (count on 16 Nov 2026) under one coordinator, with a daily brief, about 90 rules and security checks.
- **Governance:** Human sign-off on outbound work, encrypted vaults, checks before work counts as done.
- **Testing:** Ran 18 agent-policy tests and published 4 reports. In one, all 11 issues were confirmed, 4 high priority.

Key project: PrompTugal.news | Editor, Editorial Operations — *Nov 2026 – Present*
Independent newsroom run with AI agents, launched for Web Summit 2026.

- **Delivery:** ~53 of 73 articles (15 Nov 2026). A reviewer agent checks claims and I approve judgement calls.
- **Workflow:** Designed the research-to-publication workflow and approval rules for five AI writing agents.
- **Scope change:** Re-planned coverage within hours when a storm cancelled Day 2, with same-day guides.
- **Compliance audit:** Checked 206 claims in two days, re-sourced 47, removed 159 and republished 98 pages.

Career break | Transition into project management, with certifications and event volunteering — *Dec 2025 – Sep 2026*

Pastry Chef (Production Coordination) | Un P'tit Truc · Lisbon, Portugal — *Mar 2025 – Nov 2025*

- **Delivery:** Ran daily stand-ups for a 4-person team making 200+ units a day, holding on-time delivery at 98%.
- **Process:** Rebuilt the workflow with SOPs, cutting daily production time by 17% (2h to 1h40).
- **Waste control:** Built a Google Sheets inventory tracker, introduced FIFO labels and adjusted reorder cycles for perishables, reducing fresh-ingredient spoilage by about a third.

Project Coordinator | Ninth Heaven Technology Co., Ltd · Shenzhen, China — *Sep 2022 – Oct 2023*

- **Coordination:** Managed stakeholder communication as sole coordinator between Chinese clients and the US technical HQ across a 12-hour time difference. Turned requirements into clear briefs and handled escalations.
- **Quality:** Led the standardization of bilingual technical documentation and added QA review steps, cutting order errors from 30% to under 5% in 3 months.
- **Live events:** Coordinated on-site at NewTek TriCaster broadcasts for 50,000+ viewers. Kept the stream live through a main-signal failure and restored it within 5 minutes.
- **Client onboarding:** Ran 5 B2B demos for non-technical buyers (4 became clients). Trained 5 client companies with scenario-based guides so they could run productions on their own.

EDUCATION

Portuguese Language Program | University of Lisbon — *2024 – 2025*
Advanced Diploma of Hospitality Management | Le Cordon Bleu, Sydney — *2015 – 2017*

VOLUNTEER EXPERIENCE

Startup Booth Volunteer | Startup Summit, Lisbon — *Sep 2026*

- Point of contact for about 60 startups over 2 days, resolving same-day issues like missing badges.

Lunch Logistics Coordinator | Productized Conference, Lisbon — *Jun 2026*

- After Day 1, proposed splitting food and drink stations. Day 2 ran smoothly as attendance nearly doubled to 250+.