

Isaac Zhang

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EDUCATION

Rochester Institute of Technology

Bachelor of Science in Human-Centered Computing

Aug. 2023 – Dec. 2027

Rochester, NY

EXPERIENCE

Technical Product Manager Intern – IBM

May 2026 – Aug. 2026

- Owned end-to-end product lifecycle for **OSS Dashboard**, tracking health metrics across **10+** open-source communities—boosting contributor retention by **50%** and accelerating issue resolution by **35%**.
- Authored the Red Hat Apache Camel Q4 2026 **PRFAQ**, synthesizing complex AI, security, and framework strategies to accelerate release planning alignment by **40%** across **7** engineering teams.
- Built a scalable **competitive analysis tool** adopted across all Red Hat Application Services teams, benchmarking Red Hat Kaoto against key competitors to uncover actionable product roadmap opportunities.

Product Manager (Capstone) – The Crafty Studio

Jan. 2026 – Apr. 2026

- Leading product development for a makerspace scan-in system and website, managing a **7-person** cross-functional team to deliver a functional scan-in system and website for customers/staff/owners over the course of 2 semesters.
- Translated stakeholder and user needs into a prioritized roadmap; produced requirements specifications, user flows, and sprint-level delivery plans to align academic and development teams.
- Spearheaded frontend UI/UX design and development using **Next.js**, **React**, and **Figma**, developing responsive components to streamline the customer/staff workflow and elevate user experience.

Lead UX Researcher – Tiger Snack Box

Feb. 2025 – Dec. 2025

- Led end-to-end UX research across **15+ participants**, designing study protocols, moderating usability sessions, and synthesizing findings into actionable design recommendations that reduced user flow time by **23%**.
- Conducted competitive analysis of **5+** comparable products to establish baseline specifications, benchmark performance targets, and inform feature prioritization.
- Owned research-to-design feedback loops — documenting failure modes, prioritizing issues by severity, and validating each design iteration against defined acceptance criteria.

Lead Researcher (Accessibility and AI) – Rochester Institute of Technology

May 2025 – Aug. 2025

- Led a **5+ person** research team conducting **40+ hours** of human-subject experiments and analyzing **qualitative data** from **30+** neurodivergent and DHH students used to support an educational research paper on how AI tools support neurodivergent, ESL, and DHH students.
- Formulated an IRB form for research conducted at RIT. Conducted **human subjects research** for how AI can be used to assist DHH students by reducing writing anxiety, improving fluency, and enhancing learning strategies.

PROJECTS

WorthIt? – React Native · Expo · TypeScript

- Engineered a **route-based gas cost optimizer** that ranks stations along driving routes by true net savings, balancing pump discounts against detour fuel burn, driver time value, and membership pricing.
- Designed a personalization system that tailors recommendations to the driver — users input their vehicle's real MPG, hourly time value, and loyalty memberships, so they get car and member specific calculations.
- Shipped a **cross-platform app** leveraging **React Native**, **TypeScript**, and open APIs (**OSRM**, **OpenStreetMap**), implementing client-side state persistence with **\$0** backend operating costs.

LEADERSHIP

Founding Program Manager – INIT RIT

Jan. 2026 – Present

- Co-founded and scaled INIT RIT's 200+ member career development program by leading execution of panels, resume reviews, and interview prep workshops, collaborating with industry professionals and mentoring students.

SKILLS

Languages: HTML, CSS, JavaScript, TypeScript, SQL, Python, Java

Tools: Figma, Adobe Creative Suite, Jira, Confluence, Trello, Notion

Frameworks and Technologies: React, Next.js, Flutter, Vite, MySQL, Expo, Spring Boot

Hard Skills: Roadmapping, Competitive Analysis, A/B Testing, Wireframing, Agile, Data Analysis, User Research