

HENRY HUNG

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education

2026 - 2028

HARVARD BUSINESS SCHOOL

CAMBRIDGE, MA

Candidate for Master of Business Administration, May 2028

- Built Section J web app from scratch based on needs identified through 5+ interviews; drove adoption to >70% of section (>60 weekly active users) with requests from other sections to replicate the app

2017 - 2022

UNIVERSITY OF PENNSYLVANIA

PHILADELPHIA, PA

Master of Computer and Information Technology, May 2022

BA in Philosophy & Political Science, *Phi Beta Kappa*, *Summa Cum Laude*, May 2021

- Courses: Computer systems (selected as TA), artificial intelligence, machine learning, product design
- Co-founded and led the Penn Philosophy Society; chairperson of Penn Manuscript Collective

experience

2022 - 2026

MCKINSEY & COMPANY

BOSTON, MA (2024-2026), HONG KONG (2022-2024)

Engagement Manager

Led 0-to-1 AI product development and enterprise platform modernization as lead product manager; earned top 5% ratings in every review and a fast-track promotion 6 months ahead of standard timeline

Built the first in-house AI-native products for a major insurer, projected to reach 1M+ users and \$50M+ net income impact

- **0-to-1 product delivery:** Developed 2 products (customer service agent, insurance agent copilot) from concept to full prototypes, as sole Product Manager leading a team of 10+ developers and designers
- **Customer needs discovery:** Improved self-service resolution by 10% and suggestion acceptance by 30%, by enhancing retrieval accuracy and answer relevance through targeted RAG and sub-agent routing; translated insights from 20+ user interviews into redesigned user journeys
- **Product strategy & roadmap:** Created a multi-year product strategy and implementation roadmap, securing client C-suite sponsorship to further build and scale both products with projected 1M+ users

Turned around 4 months of delay in product modernization effort with projected \$300M+ annualized bottom-line impact for a Fortune 100 financial institution

- **Agentic tool creation:** Increased requirements development throughput >8X across 10+ product owners by building agentic tools converting legacy product documentation into epics and user stories
- **Feature prioritization:** Unblocked development delays by reprioritizing roadmap, cutting bottom 40% low-value nice-to-have features, and resolving 30+ cross-functional blockers
- **Data-driven decision-making:** Reduced decision turnaround time from >20 days to 7 days by launching a real-time Tableau decision dashboard and defining 9 north-star decision criteria

Directed customer experience transformation leading to 10%+ growth in priority customer segment for a large sports entertainment operator

- **Growth experimentation:** Outperformed customer growth target 2X by selecting the best customer value propositions based on 10+ A/B tests and focus groups
- **Cross-functional product execution:** Led 5 cross-functional agile pods through initiative launches such as a new customer acquisition program (3X conversion vs. past campaigns)

technical

Figma, Jira, Miro, Confluence | Python, Java, SQL, Tableau | Claude Code, Codex, Cursor

personal

Fluent in English, Mandarin, and Cantonese. Enjoy trail running (100 km Trailwalker race), hiking (70 km Patagonia trek), soccer (led McKinsey Boston team), reading (esp. history of business and technology)