

Valentino Wong

Queens, New York | reachout@valentinowong.com | linkedin.com/in/valentinowong | valentinowong.com

Product operator and AI-enabled builder who helps teams decide what is worth building, test product ideas quickly, and turn real-world evidence into better decisions. Former Casper product, program, and customer-experience leader; family-business operator; and hands-on product builder. I own product definition, UX, architecture, review, testing, and iteration while using Codex, Claude Code, and other AI tools to shorten the path from hypothesis to learning.

CORE CAPABILITIES

AI Product Operations | AI Enablement | Product Strategy | Program Management | Workflow Design | Customer Operations | Cross-functional Leadership | React Native / Expo | React / Next.js | TypeScript / JavaScript | Swift / SwiftUI | Convex | Codex | Claude Code | Testing and Evaluation

EXPERIENCE

Independent Product Builder

Self-employed | Queens, New York | Aug 2022 - Present

- Identify promising problems in my own work, health, and relationships; form product hypotheses; build the smallest useful test; and use real-world evidence to guide each iteration.
- Build Squad Goals, a cross-platform fitness-accountability app used by friends, with weekly goals, workout logging, leaderboards, optional penalties, chat, and notifications.
- Build Food Journal, a nutrition tracker for text, speech, photo, and conversational logging, with structured calorie and macro estimation, source transparency, and an evaluation harness.
- Build Personal Planner, a production cross-platform task system with shared lists, assignments, recurrence, history, and notifications; migrated seven lists and 92 tasks into Convex.
- Built Treadmill Connect, my first hardware-integrated product, using Bluetooth FTMS, SwiftUI, HealthKit, and Watch connectivity to save treadmill-authoritative distance to Apple Fitness; validated it on real hardware and use it several times per week.

Head of Operations and Co-owner

Wonton In A Million | New York, New York | Apr 2019 - Present

Family-owned stationery and gift business built around original dim sum characters; now winding down its current storefront while my wife explores its next chapter.

- Helped grow the business to high-six-figure annual revenue and designed operating processes for hundreds of orders during biweekly product releases with minimal fulfillment errors.
- Managed and coached a six-person team through quarterly goals, role development, and changing operating needs.
- Built performance analyses and feedback loops across fulfillment, inventory, launches, and customer experience.
- Supported wholesale relationships with Michaels, Macy's, and independent retailers through direct partnerships and Faire.

Product, Program, and Customer Experience Leadership

Casper | New York, New York | Oct 2014 - Apr 2019

- As Digital Product Manager, CRM (Mar 2018 - Apr 2019), concurrently managed a major modernization of the internal Salesforce platform used by 400+ customer-experience and retail employees, aligning engineers, consultants, and cross-functional stakeholders through launch.
- As Digital Program Manager (Jan 2017 - Apr 2019), built and led a company-wide quarterly planning process combining leadership priorities with company-wide feedback, creating a forcing function for how 30+ engineers and 5+ product managers focused the company's most constrained resource.
- As Customer Experience Manager (Oct 2014 - Dec 2016), scaled the CX organization from five to 65+ people while evolving structure, workflows, templates, and interaction standards to support 100%+ year-over-year company growth.
- Joined as one of Casper's first 15 employees and worked across functions as the company became a category-defining consumer brand.

EDUCATION

Flatiron School

Software Engineering | New York, New York | Jul 2019 - Oct 2019

- 15-week immersive covering Ruby, Ruby on Rails, JavaScript, React, and a React Native final project.

Georgetown University School of Medicine

Master of Science, Physiology | Washington, DC | 2012 - 2013

Dartmouth College

Bachelor of Arts, Neuroscience | Hanover, New Hampshire | 2006 - 2010