Sunny Liu

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Product manager & designer with a research foundation in AI & health tech. Seeking a Summer 2027 internship in product management, strategy, or design.

EDUCATION

HARVARD UNIVERSITY — Cambridge, MA
Master in Design Engineering (joint degree, GSD & SEAS) — *2026 – expected 2028*
Coursework: Tangible Interfaces, Innovating in Health Care, Design Engineering Studio, Design Frameworks

RICE UNIVERSITY — Houston, TX
Bachelor of Arts, Ecology & Evolutionary Biology — *2015 – 2019*

PROFESSIONAL EXPERIENCE

OPNOTES — Cambridge, MA
Co-founder & Chief Product Officer — *Sept 2026 – present*
- Joined as CPO to refine UX design and scale a knowledge management platform for surgical residents and attendings; partnering with surgical resident and MD/MBA student co-founders.

CALIFORNIA MENTAL HEALTH SERVICES AUTHORITY — San Francisco, CA | Remote
Product Manager *(part-time since Sept 2026)* — *Sept 2025 – present*
- Lead 0-to-1 development of an in-house electronic health record (EHR) built to serve 27 of California's 58 counties, directing a cross-functional team of clinicians, engineers, and designers. Launching in 2028.
- Own requirements and design the UX for a separate statewide EHR knowledge product, sequencing features against engineering feasibility assessments. Launching in late 2026.
- Establish the team's operating cadence (standups, syncs, intake process).

META — San Francisco, CA
UX Researcher, Meta AI *(contract)* — *Apr 2024 – Sept 2025*
- Drove a 30% increase in engagement on Imagine, Meta AI's image generation feature, through user research and product-market fit analysis.
- Launched the GenAI internal testing program: ran 25+ rapid studies with a 1,000-employee panel, streamlining AI model development by 40%.
- Translated Jobs-to-be-Done insights into a framework that anchored a design workshop and redefined Imagine's product development strategy.
- Synthesized 15+ usability studies into recommendations that shaped product, design, and engineering decisions.

IDEO — San Francisco, CA
Design Researcher — *Jan 2022 – Oct 2023*
- Tech client: Developed AI product strategy for new social media experiences by leading 15 user interviews, 3 focus groups, and a design thinking workshop.
- Medical client: Led exploratory research in agile sprints and mapped patient-provider journeys that guided 5+ diagnostic fecal test kit designs.
- Medical client: Used technical feasibility and user desirability frameworks to prioritize MVP features for an ultrasound agent pump.

IBM — Remote
Renewals Manager, Global Sales — *Mar 2020 – Dec 2021*
- Exceeded revenue goal (102% attainment) managing a portfolio that contributed $2M+ in quarterly revenue growth.

PROJECTS

FRUIT FLY CONNECTOME PROJECT (Harvard) — *Sept 2026 – present*
- Collaborate with a classmate to train a digital fruit fly connectome using Claude to recognize spoiled food, and build a visualization to communicate how a fly's brain detects spoilage.

THE KATSU SHOP — *Feb 2021 – present*
- Founded and operate an e-commerce brand: 50k+ unique visits, 2k+ sales at 4.2% conversion, 13k+ Instagram followers.

FREELANCE PRODUCT DESIGNER — *Feb 2021 – present*
- Pet food client: Increased online conversion by 30% with a redesigned website UX informed by 8 usability tests.

SKILLS

Product Strategy: roadmapping, competitive analysis, MVP prioritization, program management
Research & Design: foundational & evaluative research, usability testing, diary studies, co-creation workshops, UX design
Tools: Figma, Jira, Asana, Notion, dscout, Qualtrics, Visual Studio Code, Google Workspace