

Samantha Fung

Senior Product Manager

Technical Platforms · Pricing & Packaging · AI-Enabled Product Work

Ottawa, ON

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ABOUT

Product manager with 8+ years in B2B software, infrastructure consulting and two startups. I own products from customer discovery through launch, and I like the technical and commercial sides equally: data contracts and architecture trade-offs on one day, pricing and packaging on the next. I write code (JavaScript/TypeScript, Python, Node.js), work with Claude and Claude Code every day, and have built products in Hong Kong and Canada.

CORE STRENGTHS

Product Management	Roadmaps, PRDs, prioritization on customer and revenue impact, Agile/SAFe delivery
Pricing & Packaging	Overage models, cost and margin modelling, usage-based limits
Platforms & Data	OpenTelemetry, data forwarding, integrations, time-series data, Kubernetes-based deployment, AWS
Discovery & Analytics	Customer calls, usability studies, support-ticket analysis, Mixpanel, Datadog dashboards
AI Tooling	Claude Code, MCP servers, prompt and agent design

EXPERIENCE

SOLACE

Ottawa, ON

Technical Product Manager

Jun 2024 to Jun 2026

Product Owner

May 2022 to Jun 2024

Same scope throughout; title changed with a company-wide role realignment.

- Owned the roadmap for Solace Insights, an observability product, as measured by support for **200+ paid customer accounts**, by leading discovery, prioritization, delivery, and post-launch iteration.
- Shipped **OTLP metrics and logs forwarding to six backends** (Datadog, Dynatrace, Splunk, New Relic, Elasticsearch, Prometheus) and **Cloud Distributed Tracing**, with an mTLS option for forwarding connections.
- Extended Insights to self-managed software brokers and appliances, which have no central cloud controller, by working with Engineering on scripted and manual deployment.
- Delivered **4+ ecosystem integrations** (SAP CALM, ServiceNow, Datadog).
- Redesigned pricing and packaging for a platform limit, as measured by **cutting customers near or over it from about 200 to 1**, by winning Engineering Director and Dev Lead approval.
- Created an Insights Manager role so customers can set up SSO on the Datadog side.
- Built an **AI-generated weekly usage report** with Claude Code and the Datadog MCP server that flags upsell leads and unused features for Customer Success and Product. Raised an AI agent concept for querying broker time-series data, which the AI team took forward.
- Used Mixpanel funnel and adoption data to simplify a page, and built Datadog dashboards for Sales and Product.
- Coordinated the UX team's accessibility redesign (new UI components) into Insights.

QUANTDART

Co-Founder, Product & Strategy

Official title: Chief Strategy Officer.

Hong Kong

Jan 2019 to May 2022

- Owned a consumer crypto wallet and trading platform from 0 to 1, defining transaction flows across events, states, exceptions, reversals, and reconciliation.
- Cut operational processing time by about 30%**, by shipping workflow automation for compliance, audit, finance, and operations teams.
- Wrote code for the admin portal and API, ran services on AWS, and managed a distributed engineering team of about 5.

SONIVY TECHNOLOGY LIMITED

Senior Consultant, Technology Consultancy

Project-based; ran concurrently with QuantDART and Gelato.AI.

Hong Kong

Jun 2015 to May 2022

- Worked on software-defined networking and storage (SDN and SDS) projects, and coordinated cloud and datacentre migrations, storage expansion and disaster-recovery setup for a bank and a trading firm.
- Priced and costed **10 to 15 proposals over 4 years from \$70K to \$2M+ CAD**, with **zero projects over budget**.

GELATO.AI

Co-Founder

Hong Kong

Apr 2017 to Oct 2018

- Launched a web and mobile MVP from 0 to 1, with Stripe payments, product KPIs, event taxonomy, and analytics dashboards.

EDUCATION

M.Sc., Big Data Technology, The Hong Kong University of Science and Technology

2016 to 2018

B.Eng., Computer Engineering, The Hong Kong University of Science and Technology

2012 to 2015

Certificate, Business Communication, Toronto Metropolitan University

2022

CERTIFICATIONS

Certified SAFe 5 Product Owner/Product Manager

SAFe Agilist

Google Cloud Certified Associate Cloud Engineer

Solace Certified Solution Consultant

Solace Certified Event Driven Architecture Practitioner