

# Ryan Choong

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Vermont VIC, Australia

## PROFILE

Mechanical engineer by training, builder and operator by instinct. I've owned AI support ops at Linktree, ran a few ventures, and previously jumped into a health-tech scale-up across various functions (pricing, retention, product, ops). I move fast, figure things out as I go, and I enjoy closing the gap between the friction of 'someone should build this' and actually making it happen.

## KEY SKILLS

|                                                       |                                             |                                                     |
|-------------------------------------------------------|---------------------------------------------|-----------------------------------------------------|
| AI Systems & Implementation<br>Execution & Operations | Vendor & Client Management<br>Collaboration | Commercial & Pricing Strategy<br>Project Management |
|-------------------------------------------------------|---------------------------------------------|-----------------------------------------------------|

## PROFESSIONAL EXPERIENCE

**Linktree** May 2026 – Present

### *Operations – AI & Automation*

Owning the AI support chatbot platform at Linktree, driving automation of XXXk CS tickets per year. Since joining I have increased deflection and resolution rate by XX%. Key cross-functional projects: driving AI enablement across non-EPD functions with collaborative change management, turning qualitative signals into quantitative insights for PMs.

**Eucalyptus** Nov 2025 – Dec 2025

### *Commercial Strategy & Product Growth Intern*

Reporting to Strategy Lead, owned discovery and analysis of new pricing strategies and retention initiatives, collaborating cross functionally with strategy, ops, and product teams to inform data backed decision-making by ELT. Supported cancellation developed automations and systems to support operational changes tied to the launch of new offerings in the health tech scale-up.

**GE Vernova**

### *ANZ Parts Sales Specialist*

**Aug 2025 – Nov 2025**

Transitioned to FTE, managing time-critical parts pricing, negotiations and availability across ANZ accounts supporting gas turbine operations, with direct responsibility for >\$10MM in commercial performance and delivery risk mitigation. Primary ITO-parts contact for customers, engineers and logistics teams. Using SFDC/CPQ systems to maintain accurate pricing workflows under tight turnaround timelines.

### *Services & Outage Execution Intern*

**Mar 2025 - Aug 2025**

Ensuring on time project completion with Tier 4/4.5/5 escalation resources and logistics critical for project completion. Assisted cross-functional teams in resolving operational bottlenecks and contributed to reducing \$XM exposure to liquidated damages, while mitigating \$XM wastage from clients. Gained experience operating in high-pressure environments where system uptime and contractual performance were critical.

**Accident Car Hire**

**Jan 2024 - Jul 2024**

### *Business Development Manager*

Managed new and existing client relationships with Zoho CRM, overseeing pipeline tracking and stakeholder communication. Expanded market reach into Chinese and Southeast Asian segments within Victoria through targeted outreach and relationship development. Conducted market research and identified on operational and growth opportunities to improve conversion and retention performance.

## PROJECTS

### NextGen Ventures

Jul 2026 - Present

#### *Investment Associate*

Backing young founders with the capital and support they need. Working end to end on deals from sourcing founders, to evaluating and building investment memos for the Investments Committee. In parallel, I've supported in building/automating operational systems and led various activation and curated events to build presence and deal flow.

### Redpoint Solutions

Feb 2026 - Present

#### *Owner*

Enabling legacy businesses to implement AI and automation into their existing workflows while developing systems to support their ops and growth. Industries worked with include, accounting firms, building surveyors, ecommerce++

### Hackathon - FoundersHack Melbourne (Rehab Right)

Aug 2025

#### *MedTech Category Winner*

Developed and pitched a prototype AI physio app that provided rehab programs and instant feedback on rehabilitation exercise execution. Secured an internship at Eucalyptus as a result post-event.

### Strap Monster

Aug 2024 – July 2026

#### *Owner*

An e-commerce brand offering high-quality FKM rubber watch straps, allowing consumers to refresh their timepiece with a new accessory. Running the business has enhanced my operational, adaptability and decision-making skills. I've been leveraging media channels with educational content along to achieve steady growth.

### Self-employed

Sep 2023 - Aug 2024

#### *Custom Watch Maker*

Began as an endeavour focused on designing and crafting affordable custom watches. Developed initial skills in inventory management, supplier negotiations, and QA/QC to ensure customer satisfaction.

### Self-employed

Oct 2020 - Nov 2023

#### *Private Maths Tutor*

Tutored Mathematics from primary to VCE levels, using real-life scenarios to improve understanding. Provided tailored goal-setting and planning, resulting in students achieving top 10% state results.

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## COURSES

### Bachelor of Mechanical Engineering

Monash University – Minor in Entrepreneurial Engineering

### Certified SOLIDWORKS Associate

### Machine Learning Specialisation

Coursera – DeepLearning.ai

### High School Certificate

Vermont Secondary College – ATAR 98.45

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## ACHIEVEMENTS

### Australian Defence Force Future Innovators Award

Nov 2022

### Tarocash Outstanding VIC Casual

2023 & 2024

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Referrals available upon request