

LIANG TIAN

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PROFESSIONAL SUMMARY

AI Product Manager with an interdisciplinary background in mechanical engineering, industrial design engineering, service design, and human-computer interaction. Experienced in autonomous delivery, smart hardware, user research, and cross-functional product development, with a strong ability to translate emerging technologies into practical, user-centred products and services.

WORK EXPERIENCE

AI PRODUCT MANAGER, AUTONOMOUS DELIVERY

2025.09 — 2026.07

MEITUAN

Beijing

- Designed the autonomous delivery handover and exception-handling workflow, covering merchant loading, user pickup, failed delivery, and remote assistance.
- Translated field issues into product requirements and release priorities, aligning algorithm, vehicle-control, design, and operations teams.
- Used pilot data and user feedback to optimise exception handling, reducing manual intervention by 27% during pilot operations.

FOUNDER & PRODUCT DIRECTOR — PART-TIME

2026.01 — present

GLOSSY BUNNY

London

- Designed and launched a nail-service app, covering booking, service selection, and customer management.
- Applied service design tools to improve the customer journey and establish a workable end-to-end operating model.
- Built local partnerships and ran offline campaigns to acquire early users and validate the service.

STRUCTURAL ENGINEERING INTERN, EV

2021-12 — 2022-05

XIAOMI

Beijing

- Supported the structural design of the centre console and in-vehicle display mounting system, helping improve component fit and assembly feasibility during prototype builds.
- Resolved packaging and interference issues with industrial design and electronics teams, reducing repeated modifications across design iterations.

ACADEMIC EXPERIENCE

RESEARCH ASSISTANT

2022.06 — 2022.09

TSINGHUA UNIVERSITY FUTURE LABORATORY

Beijing, China

- Researched haptic shape-changing interfaces for human-computer interaction.
- Developed and tested physical prototypes to explore tactile feedback through surface deformation.
- Refined interface concepts through prototype evaluation and iterative testing.

RESEARCH ASSISTANT

2023.06 — 2024.06

PENG CHENG LABORATORY

Shenzhen, China

- Developed piezoelectric actuators for shape-changing interface applications.
- Designed and fabricated actuator prototypes, evaluating deformation, response speed, and stability.
- Integrated the actuators into interactive prototypes and improved their performance through repeated experiments.

PROJECTS

PUBLIC TRANSPORT PLANNING EXPERIENCE IMPROVEMENT2025

Independent Collaboration with Optibus

- Analysed user journeys and task flows within a public transport planning platform.
- Identified usability issues across route planning, scheduling, and operational workflows.
- Redesigned key user flows and information structures to make complex planning tasks clearer and more efficient.

FINANCIAL CONFIDENCE FOR YOUNG PARENTS2025

University–Industry Collaboration with EY Seren

- Researched the financial challenges and decision-making behaviours of young parents.
- Identified barriers to financial confidence and developed a more accessible and supportive service concept.
- Created and tested the customer journey, service touchpoints, and implementation strategy with feedback from EY and target users.

CROSS-DEVICE INTERACTION EXPERIENCE2024

University–Industry Collaboration with Huawei

- Researched user behaviours and pain points across connected-device scenarios.
- Designed and prototyped interaction flows linking physical devices and digital interfaces.
- Delivered product experience recommendations based on testing and user feedback.

AIR PURIFIER PRODUCT DEVELOPMENT(MASS-PRODUCED)2022

University–Industry Collaboration with Mijia

- Developed concepts for a next-generation air purifier, focusing on usability, product form, and internal component integration.
- Refined key details including air intake, control layout, assembly, and maintenance access.
- Delivered a design proposal balancing user experience, manufacturability, and Mijia’s product language.

BIOMEDICAL LABORATORY PLATFORM UPGRADE(MASS-PRODUCED)2023

University–Industry Collaboration with Haier Biomedical

- Researched laboratory workflows and user needs to support the upgrade of a biomedical laboratory platform.
- Developed product and interaction solutions to improve usability, workflow efficiency, and equipment integration.
- Delivered a validated design proposal and prototype for the upgraded platform.

EDUCATION

B.ENG. MECHANICAL ENGINEERING2018.09 — 2022.06

NORTH CHINA UNIVERSITY OF TECHNOLOGY

Built a foundation in mechanical design and manufacturing, with hands-on experience in embedded development, sensor integration, and electromechanical prototyping.

M.ENG. INDUSTRIAL DESIGN ENGINEERING2022-06 — 2024-09

NORTH CHINA UNIVERSITY OF TECHNOLOGY

Combined engineering, product design, and human-centered methods, with a focus on interactive products and shape-changing interfaces.

MA SERVICE DESIGN2024.09 — 2025.09

ROYAL COLLEGE OF ART

Focused on service design, systems thinking, user research, and the development of human-centred solutions for complex social and organisational challenges.