

Work Experience

Google Cloud

Mountain View, CA

Business Program Manager – Product Strategy & Operations

Feb 2017 – Present

- Responsible for analyzing top-priority initiatives from 24 VPs to quantify business value for executive review
- Improved project funding process by coordinating with 500 managers to identify and eliminate redundant efforts across 12000 employees
- Collaborated with Cloud leadership to reengineer critical business processes during major internal reorganization; standardized headcount management, OPEX planning, and initiative prioritization

Selected Initiatives:

- Analyzed headcount allocation by product to ensure business investments were aligned to overall strategy
- Developed product “slippage” model to measure delays in customer commits and assess revenue loss; slippage metric is now reported weekly to executives and tracked across the company
- Modeled OPEX for compliance with federal regulations affecting Google including GDPR, FedRAMP, and SOX

Google Fiber

Mountain View, CA

Business Program Manager – Accelerated Growth

Feb 2016 – Feb 2017

- Managed group of 5 software engineers and 2 product managers in developing 3 new mobile apps to track network build progress, enable remote quality checking, and enable network design on tablets
- Initiated and drove process to move Fiber to remote validation, saving an estimated 90% in quality costs per metro by eliminating cost related to reporting and quality assurance
- Established and led a group of subject-matter experts to develop 17 new product features to solve difficult challenges in fiber network construction; group became the authority for construction best practices

Deloitte Digital

San Francisco, CA

Technology Consultant – Digital Strategy

Sept 2013 – Dec 2015

- Provided advisory services to large companies on digital marketing, M&A and Cloud Services
- Managed multiple teams across 2 countries to develop a web application that transacts \$6B yearly
- Developed application that processes over 10TB of high-definition images weekly
- Achieved 12% increase in customer acquisition for major financial client by using machine learning techniques (k-means cluster) to segment customers and inform marketing campaigns
- Served as Team Lead for Analyst school
- Taught several firm-wide classes on modern web technologies after special invite to be an internal teacher
- Chief Editor of Bay Area Pulse and Student Engagement Lead for UC Berkeley On-campus Recruitment

Education

University of California - Berkeley

Berkeley, CA

B.S. in Industrial Engineering and Operations Research // Minor: Chinese

Class of 2013

- Graduated with High Honors - GPA: 3.7 / 4.0 (Major GPA: 3.8)
- Certificate for Entrepreneurship and Technology (focus on intellectual property and digital strategy)
- Huang Scholar (1 of 10 students sponsored to study abroad and receive internships in Beijing)
- President of Alpha Pi Mu (Industrial Engineering Honors Society)
- President of Institute of Industrial Engineers – Berkeley Chapter

Community

Nepal Volunteer (Effect International, Nepal 2017)

2017

- Developed mobile application for data collection and visualization to help fight human trafficking

Participant & Marketing Lead (Deloitte 4G – Going Global for the Greater Good)

2014 - 2015

- Offered pro-bono consulting to regional ecotourism companies in Panama
- Managed marketing efforts, logistics, and recruitment; team secured perpetual funding for 4G trip

Mormon Missionary (The Church of Jesus Chris of Latter-day Saints)

2008 - 2010

- Supervised group of 25 full-time volunteers, analyzed key performance metrics, and developed action plans to improve missionary effectiveness. Led Harrisburg, Pennsylvania to the creation of first Spanish branch.

Interests:

Eating Northern Chinese food, reading Brandon Sanderson novels, watching competitive rock climbing