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## Work Experience

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### Google Fiber

Mountain View, CA

*Business Program Manager*

2016 - Present

- 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
- Established and led a group of subject-matter experts to develop 17 new product features to solve difficult challenges in fiber network construction; my group became the authority for construction best practices
- Managed the launch of 5 mobile apps in 7 markets to scale physical construction of fiber network; service lag time to customers reduced from 18 months to 6 months and diagnostic reporting improved from 3 months to 24 hours
- Initiated and drove process to move Fiber to remote validation in India, saving an estimated 90% in quality costs
- Created training course for construction vendors that later became an officially required step for onboarding

### Deloitte Consulting

San Francisco, CA

*Consultant - Deloitte Digital - Digital Strategy*

2013 - 2016

- Top performer - Consistently received highest year-end rating in the consulting practice
- Created "Modern Marketing Bible," a compendium of digital marketing strategies used by multiple teams
- Core member of Agile Transformation Group, where I specialized in agile development operations; our success with key clients helped us to become a fully sponsored Deloitte Digital offering in 2015
- Taught several firm-wide classes on modern web technologies after special invitation to be an internal instructor

#### Selected Projects:

State Government Treasury Department - Large Web Application Deployment

- Led 3 cross-functional teams across 3 countries in designing, implementing, and optimizing our application
- Oversaw successful deployment of application which is still live and transacts around \$6 billion yearly

Large Retail & Commercial Bank - Digital Marketing Strategy

- Advised CEO of Credit Cards on customer acquisition strategy for the next 2 - 5 years
- Presented strategy roadmap to Board of Directors with Deloitte Partner; the client was very pleased and offered a standing recommendation to other potential clients

Leading Software Networking Company - Agile Strategy and Transformation

- Conceptualized and implemented a Kanban agile process to automate reports and standardize code reviews; our process successfully migrated our client from 1 month reviews to 1 week sprints
- Eliminated more than \$2 million per year of redundant resources and processes

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## Education

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### University of California - Berkeley

Berkeley, CA

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

Class of 2013

- Graduated with 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)

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## Leadership Experience

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**Marketing Lead** (Deloitte 4G - Going Global for the Greater Good)

2015

**UC Berkeley Lead** (Deloitte Consulting Undergraduate Recruiting)

2014 - 2015

**Chief Editor** (Bay Area Pulse - Deloitte Internal Press)

2013 - 2015

**President** (Alpha Pi Mu - Berkeley Industrial Engineering Honors Society)

2012 - 2013

**President** (Institute of Industrial Engineers - UC Berkeley Chapter)

2012 - 2013

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## Community

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Oakland Ward Mission Leader (The Church of Jesus Christ of Latter-day Saints)

2015 - 2016

- Dedicated 10 hours per week to managing and helping 6 rotating missionaries
- Connected missionaries with volunteer opportunities and community building events with other religious groups
- Taught weekly English class to Chinese immigrants and helped them obtain access to social services

**Interests:** eating northern Chinese food, reading Brandon Sanderson novels, watching competitive rock climbing