

WORK EXPERIENCE

Capital Group

Product Analyst

Los Angeles, CA
April 2024 – July 2024

- Revised dashboards to enable self-service analytics, empowering product managers and focusing efforts on high priority data requests.
- Analyzed clickstream and usage data across digital investment experiences to assess user engagement and provide actionable insights for product optimization.
- Developed dynamic presentations for release communications to showcase key metrics and product features.
- Conducted competitive analysis to evaluate Capital Group’s active ETFs against other leading firms, identifying key differentiators and market positioning.

Square

Product Analyst

Los Angeles, CA
April 2022 – December 2022

- Defined KPIs to consolidate and standardize metrics across product teams to evaluate product health more accurately.
- Built Looker dashboards to monitor and review field performance metrics of hardware products to proactively detect problems before reaching production, significantly reducing the number of halted rollouts.
- Created automated alerts in Looker which detected urgent performance issues for users; led deep dive analysis in SQL and communicated results to product managers and release teams to assess scope of customer impact.
- Led customer interviews to gather qualitative data gauging interest in new feature to accept offline payments.
- Conducted A/B testing and compared metrics amongst beta groups to guide decision making around release of new product feature.

Pacific Gas & Electric Company

Technical Project Manager

San Francisco, CA
March 2020 – March 2022

- Led an Agile team of data scientists creating analytical models using machine learning to predict transformer equipment failures and prevent wildfires, improving failure prediction rate from 50% to 87% precision.
- Aligned vision with engineering stakeholders to overhaul existing transformer maintenance protocol in support of new ML-based predictive-maintenance detection.
- Developed and executed project plan by preparing roadmap and managing sprints in Jira.
- Documented and solved roadblocks encountered by the project team and presented updates to leadership and stakeholders on project RAG status, risks, and accomplishments.

Rotational Program Manager

February 2019 – March 2020

- Managed contracts and relationships with third party demand resource providers to process invoices and supply plans, track program finances, and resolve varying contract discrepancies.
- Enforced contract rules by implementing both scheduled and unannounced audits in the event of violations, which reduced the team’s expenditures by \$1.1M.
- Completed regulatory audits and data requests to determine program and contract management effectiveness.

Rotational Business Analyst, Associate

August 2018 – February 2019

- Oversaw transition and sunset of Multifamily Affordable Solar Housing (MASH) program through the evaluation of success metrics.
- Examined benefits to customers and overall program success through the analysis of aggregated data pertaining to funding, budgeting, and demographics.

EDUCATION

University of Southern California

Bachelor of Science in Business Administration
Specialization in Computer Programming

Los Angeles, CA
May 2017

SKILLS & INTERESTS

General: Microsoft Office, Adobe Photoshop, Adobe InDesign, WordPress, Looker, Tableau, Jira

Technical: SQL, Python, Javascript, HTML, CSS, Java, GraphQL, JQuery, C++, LookML

Interest: Standup comedy, golf, soccer, snowboarding, hiking, web development