K. Gavin Kim

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EXPERIENCE

Freelancer   March 2020 – Present
GavinKyu | New York, NY

- Counsel 2 emerging fashion brands through growth, focusing on their digital transformation.
- Conceive and create numerous memento items (i.e. jewelry) using computer aided design software and 3D printing.
- Designed, wrote, and built a landing page using HTML/CSS/Node.JS, and deployed to the Heroku cloud platform through Git.

Integrations Manager   October 2017 – February 2020
JOOR | New York, NY

- Delivered 100+ brands' implementations to JOOR using REST API and flat files, with 60 unique Enterprise Resource Planning Systems (ERP), Order and Inventory Management Systems (OMS), and E-Commerce Platforms (e.g. Shopify).
- Led 15-30 concurrent JOOR customer integration projects and 3+ partner system integration projects.
- Coordinated stable go-live processes, which resulted in <0.05% integration support tickets raised from my projects year to year.
- Anchored 10+ key clients (i.e. $50mil+ revenue) to JOOR during enterprise-level data migrations and omni-channel transformations.
- Negotiated as a Pre-Sales Consultant for platform integration viability with 15+ sales leads and achieved 100% success rate.
- Researched and interviewed back-end partners to streamline integrations and support processes; documented the findings for all.
- Triaged and reproduced product bugs using SQL, monitoring services (e.g. Datadog), and all available resources; wrote tickets.

Associate Product Manager   February 2017 – October 2017
Xometry | Bethesda, MD

- Road-mapped and launched v2 of the Partner Portal web app of a US-based manufacturing commerce platform.
- Architected and scaled a feature to more accurately and precisely reflect the industry standard pricing and delivery date, given the complexity of the job. The feature triggered on user response, and reactivated the pricing Machine Learning algorithm.
- Increased the on-time job placement rate by 40% and the app's GTV by 60% through feature launches and UI/UX overhaul.
- Reduced the app's rate of production bugs from over 25/month to under 10/month by structuring refactoring with the engineers.

Senior Consultant   June 2015 - January 2017
Intern   Full-time (May 2014 - August 2014) & Part-time (August 2014 - June 2015)
Booz Allen Hamilton| Washington, DC

- Delivered the technical analyses, which quantified the *Environmental Impacts of Unmanned Aerial Systems Operations* in civilian airspace. Outlined the gaps in existing aviation modeling software to further partner with research groups.
- Investigated the *Effects of Steeper Glideslopes Aircraft Arrival and Displaced Thresholds Landing*. Identified and conducted interviews with 20+ international industry stakeholders. Delivered data visualization for a systemized selection of top-choice implementation airports.
- Liaised client requests to developers by creating requirements and acceptance criteria. Led the overhaul of the Aviation Analytics Input Processor tool to more accurately capture impacts of aviation operations under 12,000 feet altitude.
- Modeled the *Environmental Effects of Noise Abatement Departure Procedures at Boston Logan and Los Angeles International Airports*.
- Advised strategic aviation projects, including *Environmental Justice* and *Global Leadership Initiative*, as a technical specialist.

Intern   May 2013 - August 2013
MITRE Corporation| Charlottesville, VA & McLean, VA

- Conceptualized and programmed functioning lab equipment (e.g. centrifuge) using Arduino microcontroller and 3D-printed parts.
- Shared the findings to the Defense Intelligence Agency, and was chosen to present partial findings to the MITRE national broadcast.

Intern   May 2011 - August 2011
Defense Advanced Research Projects Agency (DARPA) & Atterrasys LLC | Arlington, VA

- Tested the maps and lateral reporting functionalities of the *Transformative Apps* Program used on the ground in Afghanistan.

EDUCATION

University of Virginia | B.S. Environmental Engineering, Focus on climate resiliency and clean water   May 2015
Thomas Jefferson HS for Science and Technology | Rowing Captain   May 2011

SKILLS

Agile | User Interviews | Product Scoping and Requirements | Product Implementation | Visualization | Triage with Monitoring Tools | Solution & Project Management | SQL | REST API | Flat File / FTP| Partner and Vendor Management | ArcGIS | 3D Printing | Korean