An "Andy" Chu
www.andychu.me • Los Angeles, CA

I'm a product manager w/ experience in operations and shipping product at a dual-market facing startup.

WORK EXPERIENCE

Manager, Case Research @ Patexia Inc.   November 2013 – present
- Managed from design to close 84 crowdsourced studies and supervised a team for an addition 25 studies
- Launched from ideation to production Patexia's: consulting web platform, gamification w/ user points and badging, contest entry review and interactive feedback system, and inter partes review database
- Defined Patexia's case research process, including creating 4 new contest types used in 34% of new contest sales
- Wrote help documentation and designed Patexia's first infographics to onboard users
- Ran mass data analysis on US patent and patent litigation trends for sales presentations and press engagement

Program Director @ Camp Hi-Sierra, BSA Silicon Valley Monterey Bay Council   Summers 2007 – 2013
- Supervised the daily operations for a 5-week week-long summer resident camp for 350 campers/week
- Recruited, hired, and managed a 37-person program staff across 12 departments
- Broke previous 8-year record with consecutive summers of unprecedented growth in youth attendance

PERSONAL PROJECTS/CAUSES

Alumni Advisory Board Member @ SC Outfitters   December 2013 – present
- Advised the President during monthly board meetings based on my experiences as a product manager at a startup
- Intervened on issues when requested by the President, while respecting the autonomy of current members

Community Support Director @ SC Outfitters   March 2008 – May 2012
- Guided organization from its beginnings to an established campus presence with $2,000 in monthly revenue
- Launched SC Outfitters' front-office and back-office online tools including its website and payment systems

STUDENT RESEARCH/PROJECT EXPERIENCE

Research Assistant @ SangerLab, University of Southern California   April 2011 – May 2012
- Studied the kinematics of reaching in pediatric patients with motor-disabilities when interacting with touch screens
- Designed the Matlab algorithms to analyze motion capture and electromyography data to correlate improvements in movement time with specific user interface adjustments

Team Lead @ "Human Remote" Senior Capstone Project, University of Southern California   Spring 2011
- Coordinated the product design of a gesture-based user interface using an Xbox 360 Kinect and LabVIEW
- Wrote the algorithms to translate a user's hand movement vector seen by the Kinect into a user interface "gesture"
- Received top honors out of 14 teams at the Viterbi Senior Design Expo

EDUCATION

B.S. Biomedical Engineering; Minor: Political Science; GPA: 3.35   Class of 2011
University of Southern California

M.S. Biomedical Engineering; Specialization: Product Development; GPA: 3.52   Class of 2012
University of Southern California

SKILLS AND TOOLS

distributed teams (Upwork)	process design (Visio)	Google Apps add-ons (javascript)
tickets/scoping (JIRA/Confluence)	graphic design (GIMP/Illustrator)	marketing/transactional email design (HTML)
wireframes (Balsamiq/InVision)	data analysis (MATLAB)	passive/real-time tracking (Google Analytics)

AFFILIATIONS AND CERTIFICATIONS

Eagle Scout; Boy Scouts of America Troop 14, Santa Clara, CA   July 2007
Flute/Piccolo; The Spirit of Troy, USC's Trojan Marching Band   Fall 2007 – Spring 2011
Wilderness Emergency Medical Technician; Los Angeles County   February 2010