

Alex Kang

Location: Tigard, OR | **Phone:** (503) 453-3111 | **Email:** alex.hkang503@gmail.com

RELEVANT EXPERIENCE

Apex Systems

September 2019 - April 2020

Data Analyst, Aftermarket Supply Chain

- Built, maintained, and presented metrics / KPIs for parts documentation, customer experience, vendor response, and parts assembly review.
- Collaborated with a cross-functional team in assisting the full development of a KPI dashboard utilizing Alteryx, Power BI, and Excel for tracking real-time progress of on-going projects.
- Precisely documented bills of materials for truck parts and QA'D serviceable parts as they are loaded into the service website for dealerships to order parts for customers.
- Successfully introduced and demonstrated functionality of Microsoft Power BI to the Aftermarket Supply Chain department after proving its functionality and overall departmental cost benefit.
- Brainstormed and escalated internal business optimization procedures to upper management.
- Tracked vendor assembly documentation to guarantee accurate serviceable parts-breakdown.
- Collaborated with the data development team to drive data analytic discussions, identifying continuous process improvement opportunities, and assigning projects to members.
- Responsible for answering parts and service questions to the customer response team for elevating customer satisfaction.

Daimler Trucks North America

October 2018 - May 2019

Product Strategist, On-Highway - Internship

- Researched competitor products, identified market trends, and measured historical volume of the company flagship model using US/CAN truck registration data for developing a business roadmap in a \$796.7 billion industry.
- Assisted the Director of Product Strategy in identifying a target region for marketing a new product line by analyzing historical sales volume by region of a model closely similar in specification.
- Created 1-pagers of new truck parts for publishing in the parts catalog, and handled internal communications with the engineering teams to ensure 100% accuracy of inventory data and status of essential parts across seven projects.
- Regularly attended and provided project status updates to cross-functional members on behalf of the Product Strategy team for weekly program-wide meetings.
- Provided ad hoc analytical support for cross-functional teams involved in collaborative projects, and presented in-depth analysis of yearly sales trends, forecasts, and inventory-stocking analysis, while utilizing tools such as Tableau, Alteryx Gallery workflows, Excel and PowerPoint.
- Created public decks to update customers on new products and features of the flagship model.

SKILLS & INTERESTS

- Proficient in Power BI, Tableau, DAX, Excel, and PowerPoint.
- Knowledgeable of SQL, Alteryx, Google Analytics, SEO, and SEM.
- Disciplined to identify and solve problems by providing data-based solutions.
- Values: Growth-mindset, service-attitude, work ethic, integrity
- Competed in amateur golf tournaments – *10+ years of experience.*

EDUCATION

Portland State University

June 2018

Completed a Bachelor of Science Degree in Marketing

Cumulative GPA: 3.52, President's List