Michael Jordan

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EDUCATION

Imperial College London, UK
Master of Science (MSc) in Ecology (Distinction) *2023–2024*
- Dissertation using DNA metabarcoding and NGS (MiSeq) to measure biodiversity. Coded in R.
- Coursework in Advanced Statistics, Machine Learning, Genomics, Carbon Cycle, GIS.

Harvard University Cambridge, MA, USA
Bachelor of Arts (BA) in Economics *2004–2008*

EXPERIENCE

Google / Alphabet

Business Analyst Manager - YouTube *Singapore* *2021–2023*
- Analytics Lead (L5) owning content moderation operations (enforcement quality, vendor utilization) globally for YouTube Trust & Safety, an ∼400 person org requiring 24/7 coverage.
- Managed 3-person Business Analyst team conducting data and statistical analysis. Collaborated with cross-functional Directors to develop strategic planning, annual goals, quarterly OKRs, and KPIs. Owned insights in VP-level forum. Ran strategy offsite. Mentored team for professional development.
- Collaborated cross-functionally with Detection Engineering and Global Scaled Operations teams to develop a model to capture cost savings created by increases in machine-learning model precision and recall.
- Reduced operational and technical debt (streamlined processes, established service level agreements, clarified roles and responsibilities, worked with Data Engineering team to improve upstream data, increased coding rigor).

Senior Business Analyst - YouTube *Singapore* *2019–2021*
- Senior Analyst owning data and statistical analysis into vendor operations for YouTube Trust & Safety.
- Coded SQL data pipelines in a production environment using BigQuery, used time series and real-time data to generate actionable insights for VP and Director-level stakeholders, defined business metrics, conducted root cause and sensitivity analysis, wrote business requirement documents, built reporting and dashboards in Google Data Studio. GoogleSQL readability. Level promotion.
- Developed and scaled a vendor utilization metric (defined metric, won buy-in from cross-functional stakeholders, coded SQL pipeline, built reporting, supported roll-out). Collaborated cross-functionally to project-manage initiatives that increased utilization from 55% to 85%, preventing tens of millions of dollars in lost spend annually.

Financial Analyst - Android *Singapore* *2017–2019*
- Analyst owning financial planning and analysis (FP&A) for Asia-Pacific Android partnerships. Designed financial models in Google Sheets. Supported Business Development team by contributing financial analysis to strategic plans and pitch decks. Owned deal and PO approval. Coded data pipelines using SQL, R, and Python.

Solutions Consultant - gTech *Cambridge, MA / NYC, NY, USA* *2012–2017*
- Product Expert responsible for debugging Display Network bidding algorithm and conversion tracking issues for clients and internal stakeholders. Queried SQL databases. Conducted A/B tests. Level promotion.

Experience prior to 2012 includes analytical roles at two venture-backed startups, Meebo (social media and digital advertising) and Mindset Media (advertising tech), as well as in management consulting at Alliance Consulting Group.

SKILLS

Programming Languages, Software, & OS: SQL (Window Functions, CTEs, Query Optimization), R (Tidyverse, data.table), Python (Pandas, NumPy, SciPy), Bash, Spreadsheets (Array Formulas, Pivot Tables, Macros), Google Workspace (Google Sheets, Google Slides), Microsoft 365 (Excel, PowerPoint), Windows, Linux
Development & BI Tools: Version Control (Git), Bug Tracking (Google Issue Tracker), SSH, IDEs (Visual Studio Code, RStudio), Data Visualization (Google Data Studio), Cloud Data Warehousing (BigQuery)
Statistics & Machine Learning: Causal Inference (t-test, ANOVA), Linear Modeling (Linear Regression, Mixed Effect Models, GLMs), Dimensionality Reduction (PCA, NMDS), Clustering (K-Means), Classification (Logistic Regression, Decision Trees), Model Selection (AIC), Bayesian Parameter Estimation (MCMC)

INTERESTS

Endurance Sports (Personal Best): Ironman (13:33:37), half Ironman (5:16:24), marathon (2:58:40), 5K (18:43)
Volunteering: Transient Workers Count Too, Rosie's Place, MarAlliance, Singapore Nature Society