Michael Jordan

+44 7480-743079 | mgjordan314@gmail.com | github.com/MGJordan

EDUCATION

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

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

EXPERIENCE

Google / Alphabet

Business Analyst Manager II - 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. Developed metrics, generated actionable insights for VP and Director-level stakeholders, coded Structured Query Language (SQL) data pipelines in a production environment, conducted root cause analysis into metric trends, conducted sensitivity analysis, worked with real-time and time series data, wrote business requirement documents (BRDs), built visualizations and dashboards. 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.
- Coded SQL pipeline to support COVID business contingency planning. Caught and prevented multiple P0 bugs.

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

Languages, Software, & OS: SQL, R (Tidyverse, data.table), Python (Pandas, NumPy, SciPy), Bash, Google Workspace (Google Sheets, Google Slides), Microsoft 365 (Excel, PowerPoint), Windows, Linux
Development Tools: Version Control (Git), Bug Tracking, SSH, IDEs, Data Visualization
Statistics & Machine Learning: Causal Inference (t-test), Linear Modeling (Linear Regression, Mixed Effect Models, GLMs), Classification (Logistic Regression, Decision Trees), Dimensionality Reduction (PCA), Clustering (K-means)
Bioinformatics: BLAST, BOLD, LULU, DADA2, IDTAXA, GeneiousPrime
Molecular Biology: DNA Extraction, PCR, Gel Electrophoresis, NGS (MiSeq), Sanger Sequencing

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