Michael Jordan

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

EDUCATION

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

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

EXPERIENCE

Google / Alphabet

Business Analyst Manager - YouTube *Singapore* *2021–2023*
- Managed 3-person team providing data and statistical analysis into the operations of Trust & Safety content moderation (enforcement decision quality, vendor utilization) for an ~400 person org with 24/7 global coverage.
- Collaborated with cross-functional Directors on strategic planning and to set annual goals and quarterly OKRs/KPIs. Owned insights in VP-level forum. Led 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 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), cutting time spent on low-value manual tasks by 50%.

Senior Business Analyst - YouTube *Singapore* *2019–2021*
- Owned data and statistical analysis for Trust & Safety vendor operations globally.
- Coded SQL data pipelines in a production environment using BigQuery, generated actionable insights for VP and Director-level stakeholders using time series and real-time data, defined business metrics, project-managed cross-functional initiatives, conducted root cause and sensitivity analysis, wrote business requirement documents, built reporting and dashboards in Google Data Studio. Earned GoogleSQL readability. Earned level promotion.
- Developed and scaled a vendor utilization metric (defined metric, won buy-in from cross-functional stakeholders, coded SQL pipeline, built reporting). Collaborated with cross-functional stakeholders 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*
- Owned financial planning and analysis (FP&A) for Android partnerships in Asia-Pacific. Designed valuation and LTV models in Google Sheets. Owned partnership deal approval. Provided insights to Business Development team. Contributed analysis to strategic plans and pitch decks. Coded data pipelines using SQL, R, and Python.

Solutions Consultant - gTech *Cambridge, MA / NYC, NY, USA* *2012–2017*
- Debugged Display Network bidding algorithm and conversion tracking issues for clients and internal stakeholders. Queried SQL databases. Conducted A/B tests. Contributed to product development. Earned 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 & OS: SQL, R (Tidyverse, data.table), Python (Pandas, NumPy, SciPy), Bash, Windows, Linux
Software: Google Workspace (e.g., Google Sheets, Google Slides), Microsoft 365 (e.g., Excel, PowerPoint)
Spreadsheets: VLOOKUP, Array Formulas, Pivot Tables, Macros, Querying
Development & BI Tools: Version Control (e.g., Git), Bug Tracking (e.g., Google Issue Tracker), SSH, IDEs (e.g., Visual Studio Code, RStudio), Data Visualization (e.g., Google Data Studio), Cloud Data Warehousing (e.g., BigQuery)
Statistics: Causal Inference (e.g., t-test, ANOVA), Linear Modeling (e.g., Linear Regression, MEV Models, Mixed Effect Models, GLMs), Model Selection (e.g., AIC), Bayesian Parameter Estimation (e.g., Markov Chain Monte Carlo)
Machine Learning: PCA, PCoA, NMDS, K-means Clustering, Regression Trees, Logistic Regression

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