

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 machine learning to measure biodiversity. Coded in R.
- Coursework in Machine Learning, Genomics, Advanced Statistics, Carbon Cycle, GIS.

Harvard University

Cambridge, MA, USA

Bachelor of Arts (BA) in Economics

2004–2008

- Coursework in Econometrics, Statistics, Linear Algebra, Corporate Finance, Capital Markets.

EXPERIENCE

Google / Alphabet

Business Analyst Manager - YouTube

Singapore

2021–2023

- Analytics Lead owning data and statistical analysis into operations of content moderation (enforcement decision quality, vendor utilization) for YouTube Trust & Safety, an ~400 person org requiring 24/7 global coverage.
- Managed 3-person Business Analyst team. 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 (incl. for performance improvement and to promotion).
- Collaborated with Detection Engineering and Global Scaled Operations teams to model cost savings created by increases in machine-learning model precision and recall. Saved hundreds of headcount per cycle.
- Reduced operational and technical debt (streamlined processes, increased coding standards, worked with Data Engineering team to improve upstream data). Reduced time spent on bug-bashing and manual tasks by over 50%.

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 visualizations 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 visualizations, supported roll-out). Collaborated cross-functionally to project-manage initiatives that increased utilization from 55% to 85%. Prevented 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 using Google Sheets. Supported Business Development team with financial analysis for strategic plans and pitch decks. Owned deal and PO approval. Coded data pipelines using SQL. Analyzed data using R and Python.

Solutions Consultant - gTech

Cambridge, MA & NYC, NY, USA

2012–2017

- Product Expert responsible for debugging AdWords 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 (ad tech), as well as in management consulting at Alliance Consulting Group.

SKILLS

Languages, Software, & OS: SQL (Window Functions, CTEs, Query Optimization), R (dplyr, ggplot2, glmnet), Python (Pandas, NumPy, SciPy), Bash, Spreadsheets (Array Formulas, Pivot Tables, Macros), 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](#)