

Michael Jordan

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

EDUCATION

Imperial College

Master of Science (MSc) in Ecology, Evolution, and Conservation (Distinction)

London, UK

2023–2024

- Dissertation using DNA metabarcoding and barcoding to measure biodiversity. Coded in R.

Harvard University

Bachelor of Arts (BA) in Economics

Cambridge, MA, USA

2004–2008

EXPERIENCE

Google / Alphabet

Business Analyst Manager - YouTube

Singapore

2021–2023

- Managed 3-person team providing data and statistical analysis for Trust & Safety content moderation operations (policy enforcement decision quality, vendor utilization) for an ~400 person org with 24/7 global coverage. Collaborated with cross-functional Directors to set annual goals and quarterly objectives and key results (OKRs). Owned insights in VP-level forum. Planned and led strategy offsite. Mentored team for professional development.
- Restructured team time management away from low value-add tasks and toward thought leadership by reducing operational and technical debt (streamlined processes to allow stakeholders to self-service, won stakeholder buy-in on service level agreements, clarified roles & responsibilities, worked with Data Engineering to improve upstream data, increased rigor of coding standards). Reduced time spent on manual tasks and bug bashing by over 50%.
- Collaborated with Detection Engineering and Global Scaled Operations to synthesize disparate processes into a method to capture cost savings opportunities created by increases in machine-learning model precision and recall.

Senior Business Analyst - YouTube

Singapore

2019–2021

- Owned data and statistical analysis for Trust & Safety content moderation global operations. Developed metrics, generated actionable insights for VP and Director-level stakeholders, used data to solve business problems, contributed to strategic planning, project-managed cross-functional initiatives to increase operational efficiency, conducted root cause analysis into metric trends, wrote business requirement documents (BRDs), coded Structured Query Language (SQL) data pipelines, built data visualizations and dashboards. Earned level promotion.
- Developed and scaled a vendor utilization metric (defined metric, won buy-in from cross-functional stakeholders, coded SQL pipeline, built reporting, owned roll-out). Collaborated with cross-functional stakeholders to project-manage initiatives that increased utilization from 55% to 85%, preventing ~\$45M/year in lost spend.
- Coded SQL pipeline to support COVID business contingency planning. Caught and prevented multiple P0 bugs.

Financial Analyst - Android

Singapore

2017–2019

- Owned financial planning and analysis (FP&A) for Android partnerships in Asia-Pacific. Designed valuation models in Google Sheets. Reviewed partnership deals. Provided actionable insights to business development team. Contributed analysis to strategic plans and pitch decks. Coded data pipeline in SQL, R, and Python.

Solutions Consultant - gTech

Cambridge, MA / NYC, NY, USA

2012–2017

- Debugged issues in Display Network advertising bidding algorithms for clients and internal stakeholders. Queried SQL databases. Built reporting. 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, Software, & OS: SQL, R, some Python, some Bash, Google Sheets, Microsoft Excel, Windows, Linux

Software Development Tools: Git, Visual Studio Code

Statistics: Causal Inference (e.g., t-test, F-test, chi-squared test), Supervised Machine Learning (e.g., GLMs such as Logistic Regression, Mixed Models), Unsupervised Machine Learning (e.g., PCA, PCoA, NMDS, K-means clustering)

Bioinformatics Software & Systems: BLAST, BOLD, LULU, DADA2, IDTAXA, GeneiousPrime

Molecular Biology: DNA Extraction; Cleanup; Quantification, Polymerase Chain Reaction, Gel Electrophoresis, MiSeq Sequencing, 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](#)