Susan Qu
Business Intelligence Developer

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Work Experience

BI Developer - IBM Business Analytics Growth Insights **Aug 2016 - Apr 2020**
- Gathered business requirements, helped identify and extract relevant KPIs; created Executive Digital Funnel dashboard for IBM Hybrid Cloud offerings using BI tools, including KPI Summary, Trend analysis, Revenue and Customer analysis; standardized the reporting process and aligned metrics across the organization, reduced the need for manual data gathering and report creation from individual product teams.
- Integrated various data sources and transformed data in data module, maintained and updated dashboards.
- Developed data modules and dashboard for Business Analytics SRE team, automated the process of monitoring Availability and Outage trends.
- Analyzed product usage data using Amplitude, through funnel, retention, and cohorts; identified user journey, pain points, communicated findings with product designers, researchers and business leads.
- Wrote SQL scripts to extract data from data warehouse; performed further product usage analysis using Python in Jupyter Notebook.
- Created automated user metrics reports for Watson Analytics and Planning Analytics Trial.
- Developed and delivered front end code in every version release from 2016 to 2018 for Gearbox CRM application, using AngularJS, LESS, Grunt; created data visualization using D3JS to graph live usage data for Watson Analytics.
- Facilitated interns with onboarding, getting up to speed on data schema and analytical tool sets; prioritized work items on a weekly basis, held standups and touch points at regular intervals.
- Guided data analysts in creating self serve dashboards and solutions.

FE Developer and Designer - IBM Open Pages **Nov 2015 - Aug 2016**
- Delivered front end code for Loss Event Admin UI using AngularJS, SASS; alleviated the stress to manually upload the user config.
- Developed and delivered coded POCs for 2 applications, using AnuglarJS, SASS, and Gulp, deployed through Bluemix; prototypes were heavily used during user research and client demo prior to product launch.
- Created markups that met IBM Accessibility Guidelines.

FE Developer and Designer - Jumptools **Jul 2015 - Nov 2015**
- Optimized user flow, created full application UI mockups from UX documents.
- Translated mockups into front end code using HTML, CSS3, Less, jQuery, JavaScript.
- Designed graphical components and icons.
- Performed cross browser, device quality assurance and fixed front end related bugs.

Skills

Cognos 11, Dundas, Python, Pandas, Numpy, Plotly, Matplotlib, SQL, Postgres, Amazon Redshift, DB2, Segment, Amplitude, Git, D3JS, HTML, CSS, Javascript, Bluemix, Enterprise Design Thinking, Adobe Illustrator

Education

Professional Training: Python for Data Science	2020
Post Graduate in Interactive Media Management, Sheridan College	2015
Honors B.A in Arts and Business, Fine Arts, French Minor, University of Waterloo	2012

Awards and Scholarships

IBM Data and AI CrushIT Team Excellence Award	2019
Queen Elizabeth II Aiming for the Top Scholarship (2009 - 2012)	2009 - 2012
University of Waterloo Merit Scholarship	2008