Victor Uong

📞 628-264-5165 ✉ victor.uong@gmail.com 📍 Sunnyvale, CA in linkedin.com/in/victoruong

Professional Summary

Graduate student in Business analytics, with prior experience in operations analytics, dashboard creation and design of experiments. Proven track record in fast paced problem solving and long-term project management. Strong data driven professional with a technical background in engineering and a passion for data storytelling.

Education

Master of Science in Business Analytics   August 2020 – Dec 2021 // Present
San Francisco State University, California
Relevant coursework: Machine Learning, Data Mining, Multivariate Analysis, Database management (SQL), Probability & Stats, Internet Application Design

Bachelor of Engineering in Chemical Engineering   September 2012 – May 2017
McGill University, Montreal, Canada

Work Experience

Display Reliability Engineer   January 2022 – August 2023
Apple, Cupertino, California

- Oversaw vendor test schedule, providing weekly product insights and reliability failure reports to senior engineers while aligning expectations with display vendors to meet mass production schedule commitments.
- Analyzed weekly vendor reliability test data to identify critical product failures and collaborating with cross-functional teams to propose design improvements for next-generation products.
- Evaluated performance of individual key components, by aggregating vendor reliability data with Apple's product database, streamlining mass production ramp-up and preventing launch timeline delays.
- Led the development of an automated reliability data dashboard, by defining lab collection requirements, configuring the database, and designing Tableau templates.

Quality Assurance Manager   June 2017 – July 2020
Polykar Industries, Montreal, Canada

- Created an anomaly detection system for end-to-end operations, from incoming raw material to final product, ensuring compliance with safety standards with ISO 9001 and BRC (food standard).
- Developed a cost analysis model that improved material usage efficiency, boosting yield rates by 10% per product order and standardizing input control.
- Delivered data-driven insights and quality KPR dashboards to executive management, showcasing monthly departmental performance achievements by achieving field return rate below 10% of total production.

Technical Development Intern   May 2014 – August 2015
Newalta Corporation, Toronto, Canada

- Designed experiments and conducted statistical analysis to assess the performance and efficacity of various wastewater treatments, identifying innovative technologies to scale for upcoming facilities.
- Evaluated material inputs and outputs to assess the plant's wastewater treatment systems, resulting in process optimization and a 5% increase in overall treatment output.
- Developed operational dashboards for senior management, offering data visualization to provide a clear overview of production facility performance across the province.