

Victor Uong

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Work Experience

Guidewire

Data Analyst (Capstone)

January 2024 – May 2024

Remote

- Interviewed key stakeholders across PM and UI/UX departments to understand their business processes and reporting capabilities, successfully identifying KPIs for monitoring product health of their APD product.
- Performed in-depth analysis of over 1M+ Google Analytic (GA4) web data to assess Documentation Page engagement, discovering that Guidewire's pages exceeded industry benchmarks by 4%, and delivered recommendations and strategic improvements on underperforming pages.
- Developed a pipeline to unify data from analytics platforms (Pendo, GA4, Datadog) into an interactive Tableau dashboard, streamlining a week's worth of data analysis into insights and boosting operational efficiency by 7.5%.

Apple

Display Reliability Engineer

January 2022 – August 2023

Cupertino, CA

- Analyzed weekly vendor reliability test data to identify critical failures and collaborated with cross-functional team in designing improvements for next-generation products, ensuring alignment with display vendors to meet mass production schedule commitments.
- Assessed the performance of key components by cross-checking vendor REL data with Apple's product database, which was reviewed and approved by Hardware leadership, contributing to successful launch of three iPad models.
- Led the development of an automated REL summary dashboard on Tableau, by defining vendor lab collection requirements, configuring privileges, and designing templates, effectively improving REL team efficiency by 15%.

Polykar Industries

Process Improvement Analyst

June 2017 – July 2020

Montreal, Canada

- Engineered an anomaly detection system using Statistical Process Control (SPC) across the entire production pipeline, from incoming raw material to final product, ensuring compliance with safety standards like ISO 9001.
- Developed a production optimization model by leveraging historical data to improve material usage efficiency, boosting yield rates by 10% per product order and standardizing input control.

Education

Master of Science in Business Analytics

San Francisco State University, California

August 2020 – May 2024

Bachelor of Engineering in Chemical Engineering

McGill University, Montreal, Canada

September 2012 – May 2017

Relevant Projects

League of Legends: ARAM Game Outcome Prediction (AWS) (victoruong-portfolio.com/league)

- Developed an ETL pipeline to extract over 50K+ games from the RIOT API, into AWS RDS PostgreSQL.
- Deployed a ML model within an AWS EC2 web application to make pre-game predictions on the game outcome probability in response to client-side input request, improving winning percentage by 10%.

Fantasy Basketball: Tableau Dashboard Support (AWS) (victoruong-portfolio.com/nba)

- Created a python package to extract and streamline NBA season data for storage into an AWS RDS PostgreSQL database and launched an interactive Tableau dashboard with automated updates through an Airflow Orchestrator to support Basketball Fantasy Leagues.