

Victor Uong

628-264-5165 | victor.uong@gmail.com | Sunnyvale, CA | victoruong-portfolio.com

Work Experience

Guidewire

Data Analyst (Capstone)

January – May 2024

San Mateo, CA

- Performed ad-hoc analytics of web traffic, customer support tickets and account data to address business questions from management and UX/UI teams, enabling data-driven decision-making and strategic improvements.
- Conducted in-depth analysis of over 1M Google Analytics (GA4) data points to evaluate Documentation engagement, revealing that Guidewire's pages exceeded industry benchmarks by 4%, and provided recommendations on underperforming pages.
- Developed a pipeline to unify data from analytics platforms (Pendo, GA4, Datadog) into a SQL database, improving data consistency and supporting long-term data storage.
- Led the implementation of a real-time Tableau visualization dashboard, to track KPIs and product health metrics, 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

- Cleaned, organized, and stored reliability (REL) test data from various global vendors, ensuring data consistency and accuracy, which led to a 30% reduction in processing time and enhanced overall data reliability.
- Created weekly summary analysis reports and visualization from vendor REL data, identifying critical product failures and collaborated with cross-functional team in designing improvements for next-generation products.
- 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 reporting summary on Tableau, by defining vendor lab collection requirements, configuring privileges, and designing templates, effectively improving REL team efficiency by 15%.

Polykar Industries

Process Data 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.
- Reported monthly data-driven operational insights and key business metrics to executive management, demonstrating production line/QA performance by consistently achieving a return rate below 10% of output.

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%.