CONTACT

📍 Vancouver, BC

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PROFESSIONAL SUMMARY

Hi :) I am a dedicated product analytics professional with a successful five-year track record in the Canadian industry. My career has been marked by my ability to foster collaborations with a variety of stakeholders, transforming real-world problems into scalable, automated technical solutions.
My unique skill set lies at the crossroads of Product, Data Science and Business Analytics. Here, I've developed a robust business sense and refined my communication, presentation, and interpersonal skills. I'm known for my ability to quickly grasp new concepts, pay attention to detail, and thrive in fast-paced work environments.

Fluent in English and Mandarin ☺

SKILLS

- Business Intelligence
- Product Analytics
- Product Management
- Reporting
- Communication
- Presentation
- Program Management
- Programming Languages (Python, R, SQL)
- Product Lifecycle Management
- User Feedback Collection
- Troubleshooting and QA
- Database Management Systems
- End to End Feature Delivery
- User Experience Design
- Technical Acumen
- Product Roadmaps
- Requirements Building
- A/B Testing
- Improvement Metrics Measurement
- Stakeholder Alignment
- Product Vision and Strategy
- Project Planning
- Team Leadership
- Business Planning
- Problem Solving

ANGELA CHEN

PRODUCT, DATA SCIENCE AND BUSINESS ANALYTICS

💼 EXPERIENCE

Senior Advanced Research Assistant University of British Columbia
05/2023 - 09/2023
- Built interactive teaching materials with Jupyter Notebook and implement unit tests for exercises embedded.

Data Science Consultant | Project Manager UBC Women In Data Science
01/2023 - 05/2023
- Coordinated with stakeholders to ensure requirements were met and projects completed on schedule.
- Developed detailed project plans and timelines for multiple concurrent projects.

Data Consultant ADP Canada
06/2021 - 09/2022
- Performed troubleshooting of current workflow and analytics products to identify how and where to improve.
- Integrated new end-to-end data automation product into existing systems to increase manual processing time from 1 -2 days to <1 minute.
  (Please see the project section for more details)
- Created and maintained documentations on the data products I designed and implemented.

System Analyst PHS Community Services Society
03/2021 - 06/2021
- Resolved technical issues from stakeholders within the organization, including payroll calculations, HR system set-up, and reporting.
- Created detailed technical documentation, including flowcharts, diagrams, and process maps to explain complex concepts.

Technical Specialist Imperva
11/2020 - 02/2021
- Researched customer technical specifications and requirements with technical specifications of company products.
- Collaborated with the QA team to fix reported issues arising from external products for clients.
- Generated reports summarizing key metrics related to product performance such as defect rates, customer satisfaction scores.

Technology Associate, Data PwC Canada
07/2019 - 07/2020
- Supported execution of strategic initiatives in collaboration with stakeholders by enhancing established products to increase the usability of HR tracking products internally for leadership.
- Developed analytics product roadmap and identified key milestones for the successful launch of new products.
- Managed full product lifecycle, including research & development, design, launch, and maintenance.

Database Specialist Intern Canadian Cancer Society
05/2018 - 08/2018
- Ensured data consistency by mass data cleaning with Raiser's Edge and Excel, enhanced the accuracy of queries and data pulling, which reduced the processing time by 95% compared to traditional data entry.

SAMPLE PROJECTS

- **ETL Data product @ ADP Canada**

I played a pivotal role in optimizing the Extract, Transform, and Load (ETL) process for a client data integration product. Tasked with leading a team of three members, I successfully automated a previously manual and time-consuming process.

The initial challenge involved clients filling out a generic form provided by ADP, and our team manually wrangling the data for loading into ADP's systems, a process that typically took 1-2 days. Recognizing the potential for improvement, I took the initiative to streamline and expedite this workflow.

Leveraging my HR knowledge acquired during my academic time at UBC in the Management Information System course and employing advanced data skills, I designed and implemented an efficient solution. By creating a lookup table for common terminologies and utilizing Alteryx, I developed a robust workflow that significantly reduced the data transformation time to less than 1 minute.

This transformation not only drastically enhanced efficiency but also eliminated the need for clients to navigate complex forms, providing a seamless and rapid data integration experience.

The success of this project not only showcased my technical proficiency in using tools like Alteryx but also demonstrated my ability toward innovative and impactful solutions in bring an idea to a mature product to life!

I believe in innovation and good products, so I have determined to fully focus on the career path of Product Management and Analytics.

CERTIFICATIONS

- **Robotic Process Automation Developer Advanced** @ UiPath

- **Robotic Process Automation Developer Foundation** @ UiPath

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Educational Technology Co-op University of British Columbia
01/2018 - 04/2018

- Worked with UBC Learning Analytics datasets by cleaning and formatting the data, using complex queries with Excel, MySQL, and Tableau. Utilized findings to improve future instructional design and teaching methods.
- Created a data visualization dashboard with extracted key information from both quantitative and qualitative survey responses using Text Analyzer, Tableau and Excel.
- Handled survey data migration from the UBC Fluid survey to the UBC Qualtrics survey.

Teaching Assistant | Social Media Assistant Sauder School of Business
09/2017 - 12/2017

- Built the 1st internal analytics tracking tool to oversee the marketing efforts on social media platforms.
- Perform creative and insightful original articles and posts to attract prospective students and help current students to fully utilize the campus resources.

Market Development Intern Eyexpo Technology
05/2017 - 08/2017

- Co-managed several social media platforms (Facebook, Twitter, and Instagram), posting insightful materials, grew the Facebook followers from 500 to 40,000, and increased the Facebook page likes by 40,233% in a month.
- Presented and implemented a new CRM system, after researching and evaluating several alternatives.
- Led the development of the business process by finalizing the pricing for the service package, writing contracts, and standardizing the business procedure.

Data Analyst Intern China Mobile
07/2016 - 08/2016

- Analyzed the market expansion, captured 56% of the new-users market in July and 75% in August, by recommending the company focus on a niche market of new university students and implementing strategy.
- Attained market growth, through sorting, ranking, and merging raw data with Excel.
- Created comprehensive data visualization for five regional managers, based on findings from Excel, followed up with phone calls to discuss possible ways to improve.

EDUCATION

Bachelor of Commerce: Management Information System (MIS)
University of British Columbia - Vancouver, 05/2019

Awards & Honors

- Dean's Honor Roll for maintaining an average of 80% for 3 years
- Sauder School of Business Student Scholarship
- UBC's Outstanding Student Award
- UBC Chancellor's Scholar Designation for an average of 95% or higher