Christopher Gandrud, Ph.D

Senior Product Insights Leader
Spotify

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Work Experiences

Spotify (2022-present)

I lead teams of data scientists and user researchers at Spotify developing personalization algorithms and optimizing impression economics for 100s of millions of daily users.

Empathy is at the core of my leadership style. Empathising with customers enables my teams to work on what is important. Empathising with my team members enables me to focus on how to improve our processes to create high impact teams and a great place to work.

Zalando SE (2017-2022)

I built and managed a cross-functional organisation that developed the framework, tools, and services that enable Zalando to achieve its mission of creating deep customer relationships.

Director of Economics and Experimentation (from 2020, Head from 2019)

- **Measuring the right things**: I lead managers of teams of economists, data scientists, engineers, and product managers redeveloping Zalando's customer centric KPI framework. We identify what brings long-term value to customers and make this information actionable across the company through research, tools, and services.

- **Scaling incremental impact research software and services**: I lead the development of Zalando's large scale A/B testing platform and broader program to enable teams throughout the company to measure their incremental impact with causal machine learning methods. I guide research into new methods and their application in production.

Economics Team Lead (2017-2019)

I created and led a cross-functional team to develop Zalando's **real-time and machine-learned content recommendation system**. We built a platform that dramatically expanded Zalando's on-site advertising business, while improving the customer experience by expanding the diversity and quality of on-site fashion content.

Harvard University Institute for Quantitative Social Science (2017)

Research Fellow

I led a team developing statistical software for academic and industry applications.

City, University of London (2015-2018)

Lecturer in Statistics and International Political Economy

Hertie School of Governance (August 2013-June 2017)

Post-Doctoral Fellow in International Political Economy and Statistics

Yonsei University (2012-2013)

Lecturer in Statistics and International Political Economy

Eduction

London School of Economics (2008-2012)

MRes/PhD Political Science (Quantitative Research Methodology)

Awarded MRes with Distinction

My thesis used signalling games, event history analysis, and case studies to examine how economic policies are made in times of crisis.

London School of Economics (2005-2006)

MSc Comparative Politics (Research Methodology)

Graduated with Distinction

McGill University (2003-2005)

BA (Honours) Political Science & Geography

Graduated with First Class Honours, in the top 10% of the class

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Publications

Book: Reproducible Research with R and RStudio. 2020. Third Edition. *Chapman & Hall/CRC Press division of the Taylor & Francis Group*.

For the full list of my publications and open source software projects see: https://github.com/christophergandrud/cv/blob/main/cv_pdf/Gandrud_cv.pdf

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Other Skills

Programming and Machine Learning

I'm a highly skilled user of AWS, Bash, BigQuery, CSS, GCP, Git/GitHub, HTML, JavaScript, Julia, Jupyter, RMarkdown, LaTeX, Linux, SQL, Python, Pytorch, R, Shiny web apps, Stan, and Stata.

Languages

B1 German proficiency. I have also studied Korean, Spanish, and French.