Daniel Kwon
Product Manager

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Education

University of Waterloo
B.ASc, April 2022

Systems Design Engineering, Option in Management Science

Relevant Courses

UX Research

Human Factors in Design

Engineering Design

Data Structures & Algorithms

Skills

Data Analysis

Experimentation

User Research

Usability Testing

Interaction Design

System Architecture

Toolkit

JIRA, Confluence, Trello, Microsoft Office

Figma, Zeplin, UserTesting

Google Analytics, Tableau, Power BI, Google Data Studio, Adobe Analytics

SQL, Python, JavaScript, C++

Awards

1st - Product Problem Pitch
Interface redesign plan for increased user engagement

2nd - Microsoft Product Case
OneNote feature development plan for increased Surface sales

Experience

Product Manager Intern
Electronic Arts (EA)
May - Present
Vancouver, Canada
Global leader in digital interactive entertainment serving 450M+ players

- Directed Scrum for a team of **15**, prioritizing, triaging, & sizing **100+** tickets
- Launched a resubscription feature responsible for **25%** of subscriptions after identifying, mitigating, & rectifying **3** flawed releases into production

Product Manager Intern
President's Choice Financial (Digital)
Sept - Dec 2020
Toronto, Canada
Digital-first Canadian bank providing financial services to 3M+ customers

- Defined and validated a UI optimization to streamline **60%** of user journeys after analyzing data and performing user interviews
- Restructured data analytics practices to reduce product management workload by **14%** and data latency by **50%**
- Managed digital cross sell features, defined enhancements and managed campaigns to regularly drive **16%** increased traffic to business partners

Solutions Architect Intern
Cognite AS
Jan - June 2020
Oslo, Norway
Norway's 1st Unicorn; SaaS leader transforming industrial sectors through data

- Led the solutioning of a **$250,000+** data infrastructure contract, later upselling a **$100,000+** contract for further enhancement
- Managed **30+** intercompany stakeholders using scrum methodologies including sprint planning sessions, daily standups, & bi-weekly demos
- Eliminated **23%** of data engineering work, drastically increasing operational intelligence & reducing recurring business costs

Data Engineer Intern
The Globe and Mail
May - Aug 2019
Toronto, Canada
Canada's most decorated news outlet; provider of publisher data solutions

- Launched statistical user journey analysis through the development of data models & visualization methods using Neo4j & Databricks
- Decreased processing time of data by **88%** by optimizing querying, caching, partitioning, & writing of data with REST APIs & Apache Spark

Previously: Solutions Engineer @ Accedo.tv, Systems Analyst @ Barrick Gold, Quality Assurance @ Bombardier

Projects

Co-Founder & Lead
16 Weeks (Youtube Channel, Tech Career Development)
02/2019 - Present
Waterloo, Canada

- Acquired **1,100+** subscribers, producing **35** videos with **80,000+** views

Lead Organizer
TEDxUW
02/2018 - 03/2019
Waterloo, Canada

- Led a team of **25** to plan & execute a **500+** person TEDx conference achieving a net promoter score (NPS) of **72** for the University of Waterloo