

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)

Global leader in digital interactive entertainment serving 450M+ players

May 2021 - Present
Vancouver, Canada

- Independently managed a scrum team of **15**, triaging & sizing **100+** tickets
- Launched a resubscription feature responsible for **25%** of subscriptions after identifying, mitigating, & rectifying **3** flawed releases into production
- Wrote **4** product briefs, acquiring team buy-in & collaboratively breaking down research & data-driven problem statements into solutions

Product Manager Intern

President's Choice Financial (Digital)

Digital-first Canadian bank providing financial services to 3M+ customers

Sept - Dec 2020
Toronto, Canada

- Defined and validated a UI optimization to streamline **60%** of user journeys after analyzing Google Analytics data and performing **20+** 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

Norway's 1st Unicorn; SaaS leader transforming industrial sectors through data

Jan - June 2020
Oslo, Norway

- Led the solutioning of a **\$250,000+** data infrastructure contract, later upselling a **\$100,000+** contract for further enhancement
- Eliminated **23%** of data engineering work, drastically increasing operational intelligence & reducing recurring business costs
- Decreased processing time of data by **88%** by optimizing querying, caching, partitioning, & writing of data with REST APIs & Apache Spark

Data Engineer Intern

The Globe and Mail

Canada's most decorated news outlet; provider of publisher data solutions

May - Aug 2019
Toronto, Canada

- Launched statistical user journey analysis through the development of data models & visualization methods using Neo4j & Databricks

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 **85,000+** 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