

DOLLY DANG

Project & Operations Specialist

Los Angeles, California

 dolly.u.dang@gmail.com |  714-717-5829 |  linkedin.com/in/dollydang

PROFESSIONAL SUMMARY

Project management professional with 4+ years driving product launches supporting \$3B+ ad revenue for Pinterest. Specializing in high-stakes program execution under tight deadlines with rapidly shifting priorities, requirement planning, testing cycles, and launch readiness. Experienced in cross-functional collaboration with Sales, Engineering, Product, and Revenue teams. Expert in translating technical product capabilities into operational readiness for customer-facing support teams and scaled advertising channels.

TECHNICAL SKILLS

Core Competencies: Project Management, Product Development, Cross-functional Stakeholder Management, Process Automation, Data Analysis, Dashboard Development

Platforms: Salesforce, JIRA, Monday.com, Asana, SFDC, Google Suite, Microsoft Suite, Airtable, Lucid

Analytics & Tools: Tableau, Power BI, SQL, Power Automate, Python

PROFESSIONAL EXPERIENCE

Project Manager - Sales & Revenue Operations Specialist

Jun 2021 –

San Francisco, CA

Pinterest

- Manage high-volume coordination between Sales, Marketing, Engineering, Product, Legal, and Revenue teams to execute company wide initiatives serving 500M+ monthly users globally
- Lead full project life cycles, reviewing product road maps with Product teams to create comprehensive launch readiness plans including timeline management, stakeholder alignment, and downstream operations
- Consistently collaborate with the Engineering team to discover blockers, discrepancies , gaps, or to brainstorm new initiatives
- Partner with cross-functional business units to analyze data, develop dashboards, and provide leadership with real-time visibility for actionable insights aligned with strategic goals within Salesforce and Tableau
- Identify process improvement opportunities within Salesforce, implementing an automation that reduced manual compliance processing by 1,000+ hours annually and improved cross-functional coordination
- Proactively identify product launch risks and advocate for operational teams by partnering with Engineering and Product teams

Processing Expert Associate

Oct 2020 – Jun 2021

Irvine, CA

Better.com

- Provided high-touch administrative support for client processes, managing multiple stakeholders, and coordinating seamless service delivery within Zendesk
- Oversaw third-party vendors to ensure on-time completion of services
- Managed complex regulatory compliance processes, ensuring adherence to industry policies while maintaining a seamless customer experience
- Conducted research to ensure accurate, transparent client communications, supporting decision-making with data-backed insights
- Conducted internal system audits and provided feedback to Product teams for process improvements and efficiencies

Client Relations Representative

Jan 2020 – Oct 2020

Irvine, CA

Acorns

- Delivered complex customer support for fintech investment platform
- Optimized customer experience workflows through cross-departmental collaboration and process re-engineering initiatives

KEY PROJECTS

Spotlight Launch: Product Development

- Led development of "Spotlight" - Pinterest's premium advertising placement reaching millions of monthly users and surpassing a record breaking \$1B in revenue within a quarter
- Collaborated across Sales and Ads Product Marketing to develop comprehensive launch readiness plan including timeline coordination, stakeholder alignment, pre-launch training curriculum, and post-launch support framework
- Managed cross-functional product implementation including testing, training, and company-wide deployment
- Established feedback collection and KPI tracking framework to measure readiness effectiveness and drive continuous improvement in future launch programs

Global Sales and Revenue Workshop Series

- Organized and facilitated international sales enablement workshops across 4 regions (AMER, EMEA, APAC, LATAM) collaborating on new advertising platform features for 500+ stakeholders
- Led workshops for Engineering, Sales, and Revenue teams to improve sales productivity and client retention
- Orchestrated comprehensive event logistics for international corporate workshops including travel coordination, budget oversight, vendor management, on-site facilitation, and developed agendas and materials to ensure productive outcomes

Invoice Process Automation

- Developed automated compliance enforcement mechanisms in Salesforce to reduce manual processing times by 1000+ hours and improve compliance tracking
- Designed and implemented standardized procedures and training materials, improving cross-department coordination using AI to establish a draft
- Utilized Python and data manipulation techniques to analyze and report on time-saved metrics for Sales and Revenue

Data Management and Reporting Dashboards

2021 – Present

- Collaborated with development teams to create Tableau dashboards and conducted analysis for revenue tracking, order volumes, and operational metrics, ensuring data accuracy and accessibility for leadership reporting within Salesforce and Tableau
- Produced documentation, using AI for drafts, including data dictionaries and job aids, to assist with user interactivity and usability

PHILANTHROPY & COMMUNITY ENGAGEMENT

Vendor Coordinator Volunteer

Event Marketing Partners

Orange County, CA

- Coordinated vendor logistics including scheduling, arrivals, facilitating setup times, and managing day-of communications
- Served as a liaison between service providers and event staff, maintained vendor relationships, and tracked performance to support future event planning initiatives

EDUCATION

California State University, Long Beach

Bachelor of Arts in Political Science; Minor in Computer Science

Long Beach, CA