

Summary	Business Data Analyst with 3+ years experience working in a fast-paced tech environment; Excels at conducting analyses, implementing process improvements and reporting analytical results in an easily digestible visualization to help drive data-driven business decisions. Enjoys the process of learning new tools and up to date technologies to add value to my workflow in order to serve my team better.
Experience	<div><div>Business Analyst, Google Payments, Business Operations (Vaco) - Mountain View</div><div>2018-02 to Present</div><div><ul style="list-style-type: none">Maintained, created dashboards; monitored pipeline that fed data into high traffic usage dashboardsAddressed priority bugs within our bug queue workflow (buganizer); Pulled ad-hoc analyses for product managers, analysts, specialists, etc utilizing SQL based language (GoogleSQL)Supported the design and implementation of overall dashboard design principlesPerformed QA tests to validate accuracy of data metrics during a transition of our primary transactions table in Q2 to include new relevant fields with better naming conventionsAssisted on a project to improve the machine learning algorithm to identify users with good payment history, leading to a 3% improvementCreated mapping for our existing decline reason codes to a more human readable naming convention and successfully applied it to all our primary tables and dashboards</div></div> <div><div>Business Analyst, Youtube, Trust & Safety (Vaco) - San Bruno</div><div>2017-04 to 2018-02</div><div><ul style="list-style-type: none">Supported Operation Managers with metrics gathering and slide creations for their business reviews that was presented to Youtube stakeholdersMet with Vaco Leads and Managers weekly to gather requirements around changes in priority of the product/workflowsDeveloped new Vaco onboarding/tracking process and manager tools which successfully increased managers' bandwidth</div></div> <div><div>Business Data Analyst, Google Express, Transportation (SMX) - San Jose</div><div>2016-06 to 2017-03</div><div><ul style="list-style-type: none">Performed ad hoc data analyses, develop and maintain new dashboards/reportsDeveloped a quality dashboard to monitor missing parcel trend per driver per market, effectively reduced missing parcels by 70% in 4 weeks and reduced returns/replacements per order by~ 64% across several marketsConducted an analysis to pinpoint drivers who completed multiple stops with same delivery timestamps, sent out weekly reports to vendors with weekly trend and successfully reduced number of incidents by~ 80% in 5 weeks</div></div> <div><div>Vendor Performance Manager, Google Express, Transportation (SMX) - San Jose</div><div>2015-12 to 2016-06</div><div><ul style="list-style-type: none">Worked closely with fulfillment, forecasting & analytics team to monitor capacity and scheduling in adherence to forecastMaintained relationship with vendors with weekly calls to ensure overall quality and performance is addressedDeveloped and improved systems and tools to monitor staffing adherence and invoice auditing; Implemented courier scorecard to monitor overall performance and quality</div></div>
Education	<div><div>University of California, Berkeley Extension</div><div>Certificate, Data Analysis & Visualization, 2018-02 to 2018-08</div><div>Part time Data Analysis & Visualization Bootcamp by UC Berkeley Extension Program</div></div> <div><div>University of California, Davis</div><div>Bachelor of Science in Managerial Economics/Business, Graduated Fall 2015</div></div>
Additional Skills	<div><div>Languages → SQL, Python, HTML/CSS, Javascript, Google Apps Script</div><div>Data Visualization → Google PLX dashboard, Google Data Studio, Tableau, D3, Leaflet, Plotly, Matplotlib</div><div>Data Mining/Wrangling → API Interactions, Web Scraping (Beautiful Soup, Selenium)</div><div>Databases → MongoDB, MySQL, Sqlite</div><div>Version Control → Github</div></div>