David Deng

dwd7290@gmail.com | (408) 821-5259 | linkedin.com/in/deng-david

PROFESSIONAL SUMMARY

Project Execution: Drive strategic projects with aggressive timelines from readiness through deployments.
Process Improvement: Identify process improvements through data and process analysis in support of change initiatives.
Data Analysis: Identify data trends and KPI through data analysis to drive and support decision-making.

PROFESSIONAL EXPERIENCE

PureStorage, *System Analyst*
GTM System and Strategy   *Mountain View, CA, Oct 2021 - Current*
- Design and transform project review process that helps the business in finding the right solution to their problem.
- Assess and propose solution to the stakeholders while determining the impact of existing solution, and ecosystem through working closely with cross-functional teams.
- Analyze operations and develop strategies to increase efficiency, effectiveness, processes, and guide implementation to the best solutions.
- Produced proactive and reactive KPIs through data analysis to support and helps drive business decision for leadership.

ServiceNow, *Sales Business Analyst*
Sales Compensation   *Santa Clara, CA, Mar 2020 - Oct 2021*
- Be the owner of commission team's dashboard. Collaborate with leadership and teams to create insightful metrics in understanding sales performance and behavior through commission incentives.
- Analyze sales incentive programs KPI and identify opportunities. Work with teams in creating the right incentive to drive quality sales behavior.
- Manage the end-to-end process of commission program components. Work with cross-functional teams including Sales Ops, IT, and accounting in ensuring payout timelines are met.

Alliance and Channel Team, Business Analyst   *Santa Clara, CA, Nov 2018 - Dec 2019*
- Implemented Alliance and Channel's related project from team's perspective in an agile environment. From readiness through deployments including requirements analysis, creating BRD/stories, UAT, and post go-live support.
- Collaborated with teams in continuous improvements in BI and system products to support new initiatives.
- Created clear and concise user stories with stakeholders containing well-defined requirements and acceptance criteria. Ensuring alignment is achieved across teams.
- Lead and managed the end-to-end UAT process to enforce quality testing with teams and provide any support if needed.
- Produced insightful KPIs through data analysis to support and drive business decision that aligns with leadership goals.
- Improved team's reporting efficiency by creating weekly team reports and dashboard for leadership consumption.

DataCare Corporation, *Business Analyst*
Deployment and Client Strategy Team   *San Jose, CA, May 2014 - Nov 2018*
- Drove end-to-end system implementation and data projects. Ensuring all requirements are taken into closure.
- Worked with vendors and teams on data integration projects while maintaining data integrity.
- Optimized business processes by working closely with cross-functional teams in improving client process, and adoption rate.
- Boosted client productivity by creating intuitive reports through identifying reporting gaps and clients' goals.
- Identify inefficiency in the EDI ecosystem with the goal of driving continuous operational excellence.

EDUCATION

SAN JOSE STATE UNIVERSITY (SJSU)
Bachelor of Science of Business Administration concentration in Management Information System

KEY SKILLS

Product Management	Agile (SCRUM) Methodology	SQL
Requirements Gathering & Analysis	Python	Data Analysis
User Acceptance Test (UAT)	Process Optimization	Tableau

CERTIFICATION

Certified Product Manager Certification (Product School)
SCRUM Product Owner Certificate (International SCRUM Institute)