

Pianpian Peng

(626) 747-2136 • robinpeng16@gmail.com • www.linkedin.com/in/pianpianrobinpeng • Irvine, CA

Education

KECK GRADUATE INSTITUTE | Claremont, CA

May 2021

Master of Business & Science

MICHIGAN STATE UNIVERSITY | East Lansing, MI

May 2019

Bachelor of Science in Neuroscience, Minor in Pharmacology & Toxicology

Experience

Meta June 2022 – Present

Premier Partner Experience Specialist - CrowdTangle | Los Angeles, CA

- Responding to partners inquiries regarding product features, product insights, product feedback, and API data access
- Reporting and troubleshooting complex issues and translate the pain points to technical team for resolution
- Monitoring daily activity to improve support workflow around issue resolution and product insights
- Recognizing trends in partner issues and communicate feedback to product team

Seres Therapeutics June 2021 – June 2022

Senior Community Engagement Specialist | Tustin, CA

- Reached out to donor prospects and collaborating with medical team for donor eligibility and donation process
- Planned strategies for donor candidate retention and recognition by following up with both active and inactive donors
- Utilized Salesforce to maintain relationships with donors and understand donor population for better outreach methods
- Identified community partners for collaboration opportunities and educating local communities

Covenant Health Network Feb. 2021 – May 2021

Graduate Consultant – Data Visualization | Phoenix, AZ

- Built and finalizing dashboard using Power BI and pulled data from CMS to provide facilities with real-time quality metrics
- Updated existing access database with additional query/report/filter options

Team Master Project Sponsored by Hologic Inc. Sep. 2020 – May 2021

Graduate Consultant – Market Research | San Diego, CA

- Evaluated product and non-product critical drivers for customer satisfaction by analyzing medical devices market reports
- Generated surveys for prioritizing areas of improvement to defend and grow the U.S. medical devices market share
- Recommended internal metrics to monitor and maximize customer retention from survey results

Quick Biology Inc. June 2020 – Sep. 2020

Business Development Intern | Pasadena, CA

- Analyzed data from the customer database and identify methods for converting potential customers to current customers
- Created surveys to understand customers satisfaction, potential need and feedback for company improvement

California NanoSystems Institute Oct. 2019 – Dec. 2019

Graduate Student Consultant | Los Angeles, CA

- Conducted direct and indirect competitive market research for a urinary incontinence medical device
- Analyzed competitor landscape to determine market potential and commercialization strategy
- Directed 2 peers in the recommendation of the optimal FDA approval pathway for medical device

Skills

Computational: CAD; Microsoft Suite; Power BI; Python; Salesforce; SQL