Emily Graves

Phone: +44 (0) 7570 635298   **Email:** emilychandlergraves@gmail.com
LinkedIn: https://www.linkedin.com/in/emily-c-graves/

PERSONAL STATEMENT

I'm a former Learning & Development Programme Manager with over six years of experience working at a fast-paced tech company. I approach tasks with a unique blend of creativity and logic, delivering scalable solutions that focus on the end-user. My passion for data and process optimisation led me to pursue a postgraduate degree in AI and Data Science. I'm looking for an opportunity to further develop my data analysis, visualisation, and programming skills.

KEY SKILLS

Program management - Process optimisation - Presentation - Communication - Marketing

TECHNICAL SKILLS

Spreadsheets - Knowledge management - Data analysis - Machine Learning - Python - SQL

APPLICATIONS

Google Suite - Microsoft Office - JIRA - Zendesk - Salesforce - Confluence - UKG - MATLAB

EDUCATION

Master of Science, AI and Data Science w/ industrial placement   *Expected Graduation 2026*
University of East London, London, UK
- **Courses:** Software Engineering, Fundamentals of Artificial Intelligence, Machine Learning on Big Data, Artificial Intelligence & Machine Vision
- **Dissertation:** Using Machine Learning to Predict Hospital Readmission for Patients with Inflammatory Bowel Disease

Bachelor of Art (Hons), Writing for Film & Television   *Graduated 2017*
Columbia College Chicago, Chicago, Illinois, USA

WORK EXPERIENCE

Sr. People Development Programme Manager, Uber Freight   *March 2023 - August 2024*
- Re-designed core Learning & Development (L&D) programmes post-acquisition to scale to new employee population of 4x the size
- Coordinated 90+ professional development trainings throughout 2023, resulting in an average training rating by employees: 4.8/5
- Built Excel dashboards for Human Resources (HR) teams to measure and track employee engagement and compliance across programmes and trainings

- Conducted listening sessions with managers of teams under-engaged in professional development, leading to a 15% increase in employee engagement from end of year 2023 to mid-year 2024
- Managed all L&D data, serving as the data liaison between L&D and the greater HR team

People Development Coordinator, Uber Freight   *July 2021 - March 2023*
- Co-owned Professional Development Spend programme by overseeing class sign ups, reviewing employee spend requests through JIRA, and promoting the programme through across company-wide platforms
- Built and maintained a dashboard that tracked elearning completion on a department, team, and individual level, leading to a 20% increase in product training completion within the first month of the tool's release
- Produced the monthly Tech All Hands webinar; overhauled deck template for company-wide All Hands to be more visually appealing and brand-compliant
- Owned the L&D team monthly newsletters and provided additional comms support to L&D team members

Content Coordinator, Uber Technologies (Community Operations)   *April 2019 – July 2021*
- Migrated existing Freight customer support agent resources from Confluence to Salesforce, overhauling all knowledge base support logic to conform to Uber content guidelines
- Collaborated cross-functionally with subject matter experts throughout the Freight organisation to develop knowledge bases from the ground up for new teams

ADDITIONAL PROJECTS
Uber Freight Culture Champ Lead   *2021 - 2023*
- Collaborated with a team of "Culture Champs" to better understand employee population and create opportunities for connection during an acquisition
    - Co-led project to analyse employee pulse survey data; uncovered prominent themes and pain points, and provided actionable recommendations to the executive team

Women Around the World   *2019 - 2020*
- Created 'Women Around the World,' an initiative designed to connect Women at Uber members across the globe; paired over 450 participants from 20 countries based on shared interests

HOBBIES & INTERESTS
Reading - Creative writing & journalling - Learning languages - Theatre - Art - Chess