

# Isaac Gueu

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## EDUCATION

Pitzer College | Claremont, CA

Major: Economics

Graduation: May 2024

Cumulative GPA: 3.5

## PROFESSIONAL EXPERIENCE

Subject | *Product Manager Intern* | Los Angeles, CA (hybrid) May 2023-August 2023

- Led the overhaul of Subject's customer facing help center, resulting in a 32% reduction in user-reported issues and a 27% increase in user engagement with the platform, positioning it as a primary resource among user base.
- Conducted strategic product and market analysis, and defined friction points to create seamless implementation, leading to the introduction of 2 innovative product features and boosting monthly active users.
- Defined detailed product requirements with agile scrum teams using rapid cycles to iterate. Additionally prioritized the product backlog by communicating with various engineering teams
- Championed user-centric design, organizing feedback sessions that drove the development and introduction of vital user-requested features. Used customer insights and help define the Product Vision and Strategy.

Crowdstrike | *Project Manager Intern* | Irvine, CA (remote) May 2023-August 2023

- Led cross-functional teams, developed project plans, and established stakeholder-approved timeframes for timely completion.
- Prioritized product backlog utilizing JIRA working closely with engineers to create seamless and effortless experiences.
- Developed a project roadmap and worked with cross-functional teams (business, program managers, product, development, UX, analytics) to execute the roadmap.
- Developed project webpage in HTML, demonstrating a unique competitive position within the go to market team.

Wisetack | *Product Operations Intern* | San Francisco, CA May 2022-August 2022

- Completed weekly documentation crucial in day-to-day cross-functional operations contributing to driving the business forward and reaching the company's 100M issuance goal.
- Demonstrated product walkthrough of new partner integrations in weekly process meetings to provide Customer Experience Agents with a comprehensive understanding of new integrations.
- Create a deep understanding of our customers and analyze current customer experiences to define friction points and create seamless and effortless experiences.
- Relayed information from Engineering Standups utilizing JIRA to relay product bugs, contributing to comprehensive functional specification documents.

## LEADERSHIP & PROFESSIONAL DEVELOPMENT

Management Leadership For Tomorrow | *Fellow* | Washington, DC February 2022-Present

- Selected of 1,000 applicants for an 18-month professional development program for diverse talent
- Complete business case studies and intensive projects to hone analytical, quantitative, and communication skills.

Pitzer College Career Services | *Career Fellow* | Claremont, CA August 2022-Present

- Led team in reaching out to affinity groups to best determine resources to utilize, presented to 3 affinity groups providing internship and grad-school resources.
- Advise students 1 on 1 regarding resume and cover letter best practices demonstrating excellent verbal and written communication skills.

## SKILLS

**Skills:** JIRA, Trello, Microsoft Project, R, Stata, Excel, Python, SAS, SQL, Oracle, MySQL, Microsoft SQL Server, Bloomberg, MATLAB, Slack, Microsoft Teams, Zoom, PowerPoint, Tableau, AWS, Google Cloud, HTML, CSS, JavaScript, Visio, Lucidchart, Riskalyze, Palisade's DecisionTools.