Jonathan Ngo

📍 San Francisco, Bay Area | ✉ jonathanngo96@gmail.com | 📞 +1 (408) 705-5084 | 🌐 LinkedIn

Experience

LinkedIn | Data Scientist | Sunnyvale, CA | September 2021 - December 2023
- Worked on the Sales Navigator and Sales Insights products: performed product analysis, designed metrics, built datasets/reporting dashboards, and supported feature experimentation (A/B tests).
- Regularly used SQL and Python to analyze millions to billions of records to help inform product decisions. Ex: One analysis of profile views and subsequent recommendation to implement profile view limits helped to reduce scraping of member profile data.
- Collaborated with product managers and engineers to run feature experiments. This included choosing success metrics, performing power analysis, verifying experiment tracking data, and making feature launch decisions. Ex: Recommended ramping down a pricing experiment which helped to avoid a multi-million dollar bookings loss.
- Designed metrics to measure the success of new product features. This involved working with product managers to refine goals for success and with engineers to implement additional tracking in the product. Ex: To support the launch of new filters in an analytics product, designed a set of metrics to track filter usage as well as which filters had the greatest impact on overall product usage.
- Built and productionized datasets to enable computing and tracking new metrics (mostly using Spark SQL, but sometimes using Spark Scala). These datasets powered reporting dashboards that enabled partners in product and engineering to track product usage and success metrics.

Cisco Systems | Data Scientist | San Jose, CA | July 2019 - September 2021
- Built end-to-end intent classification models (fine-tuned BERT models for multi-label classification) for Cisco's customer support portal. Deployed the models on Nvidia Triton inference servers to achieve inference speeds of <20ms in production. Built and deployed a Docker containerized FastAPI service to Google Kubernetes Engine as an interface between the deployed models and the customer support portal.

Education

University of California, Davis | September 2014 - June 2019
- BS Statistics, MS Statistics

Skills

SQL, A/B Testing, Python, Data Analysis, Statistics

Other

University of California, Davis | Campus Judicial Board | 2015 - 2019
- Head of a panel that hears and decides cases involving student social and academic misconduct.

University of California, Davis | Student Academic Success Center | 2016 - 2018
- Introductory statistics and Python programming tutor