

# JONATHAN CHO

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## SKILLS

**LANGUAGES:** Python, Java, Bash, SQL, R, Javascript, Swift, HTML, CSS

**TOOLS:** Cloud Computing, Jira, Git, MongoDB, Docker, Tableau, Sketch, ElasticSearch

## EMPLOYMENT

**Global Fashion Group, Product Manager**  
Berlin, Germany

05/2019 - 08/2019

- Coordinated and led 2 product teams, communicating product vision and leading sprint rituals
- Orchestrated and owned new promoted products plan, demonstrating business viability in A/B tests
- Led project to redesign new user flows to comply with new Russian law, coordinating with business stakeholders
- Executed and analyzed global NPS customer surveys to generate actionable items for marketplace solution
- Created and prioritized backlog and roadmap for Learning to Rank capabilities to improve user personalization
- Enabled punctual delivery of detailed stock data for 2000+ Russian sellers reducing business overhead

**Deloitte, Business Technology Analyst**  
Toronto, Canada

09/2018 - 12/2018

- Revamped key business processes for multiple market-leading insurers by designing and implementing new web and mobile claims platform
- Improved insurance KPI's such as operating loss ratio by predicting high risk claims at 85% accuracy
- Pioneered UI/UX designs website by following user requirements that translated to an easy-to use solution
- Conducted research on the feasibilities and limitations of A.I and presented to insurance executives

**The Home Depot, Developer, Data Analytics**  
Toronto, Canada

01/2018 - 04/2018

- Devised a model using LSTM in Keras that classifies help desk tickets based on semantic content with 90% accuracy
- Rectified \$500,000 of sales discrepancies by collaborating with business stakeholders to correct 15 SQL reports

**University of Waterloo, Research Assistant**  
Waterloo, Canada

09/2017 - 08/2018

- Researched models like Variational Recurrent Encoder Decoder to experiment with NLP techniques such as Encoder-Decoder architectures and Variational models

## PROJECTS

### LabourForce

- Performed market research on the Gig Economy and planned with RAT to identify suitable market
- Developing a B2B solution that matches contractors with companies in construction trades

### Winner: Discover Azure with Microsoft Boot Camp (Placed 1st out of 15 teams)

- Devised and presented a solution that facilitates classroom discussions and analysis of student performance
- Detailed realistic go-to-market strategies for technology solution by conducting appropriate market research