

Joanne Wu

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EXPERIENCE

Implementation Analyst | OpenGov

Nov 2017 – May 2019

- Project managed up to 15 concurrent SaaS implementations, balancing competing priorities to meet tight deadlines
- Promoted to Subject Matter Expert on OpenGov's Reporting product, working closely with Product Management to relay customer insights and drive adoption of new features
- Took over day to day operations and management of an at-risk strategic State scale customer and revitalized the program to the "best state it's been in," according to the State's Treasurer
- Applied learnings from managing the at-risk program to advocate for scalable process improvements for future State programs. Discussions with the VP of Customer Success led to the establishment of clearer Statements of Work and standardized deployment methodologies.

Advanced Analytics Consultant | IBM

Oct 2016 – Oct 2017

- Wrote scripts to automate manual data cleaning, which reduced the time required to process datasets from 3 hours to <1 min
- Compiled documentation to ramp new team members up to the project more efficiently

Data Analyst | UC Davis Center for Educational Effectiveness

Feb 2016 – June 2016

- Revamped manual report creation process by writing a Python script to process 2+ years worth of data and generate PDF reports with summary visualizations
- Evaluated the effectiveness of instructional interventions and presented recommendations to faculty, leading to follow up studies with targeted methods to improve student performance

SKILLS

Programming Languages: Javascript (ES6), Python, SQL, HTML, CSS, Ruby

Libraries & Frameworks: React, Flask, SQLAlchemy, Rails, Node, Express, jQuery, Bootstrap, PostgreSQL, Jasmine, Enzyme, Jest

EDUCATION

Rithm School

June 2019 – September 2019

16 week immersive web development program specializing in Javascript and Python

B.S. Mechanical Engineering

2012 - 2016

University of California, Davis
GPA: 3.73 / 4.0

INTERESTS

Bouldering, board games, art, music, podcasts