Kelly Hwang

Data Analytics Professional

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Professional Experience

Bill.com • **Senior Risk Strategy Analyst**   *June 2018 - Present*

- Promoted to senior within 6 months
- Query and analyze large amounts of data to gain insights for creating optimized risk policies or improved customer experience
- Collaborate in A/B testing initiatives with product management and marketing
- Provide policy and fraud mitigation recommendations to executive and product management
- Tools used: Excel, Oracle SQL, Google BigQuery, Python

Bill.com • **Payment Operations Analyst**   *February 2017 - June 2018*

- Managed payment reconciliation reporting for major bank partners
- Built custom KPI and metrics dashboard, showcasing handle time, volume, and performance for operations related tickets using GoodData platform
- Authored documentation for standard operating procedures and training

Vaco (On-Site at Google) • **Team Lead, Operations for Hands Free**   *June 2016 - January 2017*

- Managed a team of 6 support specialists that provided on-site education and troubleshooting for store partners
- Implemented data collection initiatives to establish baseline KPI's
- Reduced team overtime by 25% while maintaining quality and output
- Lead all QBR presentations with stakeholders and executives

Vaco (On-Site at Google) • **Lead Data Quality Analyst for Google Express**   *September 2014 - May 2016*

- Promoted to lead analyst within 8 months
- Used SQL and Excel for compiling and analyzing assortment and performance data for merchant partners
- Created incubation framework and training curriculum, managing migrations to partner team in India
- Developed automated metric tracking dashboard to for optimizing utilization and resource allocation

Summary of Skills

- Training & Documentation
- Data Analysis using Excel, Python, R

- Process Improvement
- SQL: Oracle, MySQL, Google BigQuery, SQL Server

- Leadership & Presentations
- Data Visualization: Zendesk Insights, Google Dashboards

Formal Education

➢ **M.S. - Applied Data Science** • Syracuse University • 2019 Graduate
  Master's program with a focus on analytics, data mining, and predictive modeling using programming languages

➢ **B.A. - Business Management Economics** • University of California, Santa Cruz