

PROFESSIONAL EXPERIENCES

Expedia | Local Expert

April 2017 – Current

Sr. Business Analyst

Bellevue, WA

- Partner with Product and Engineering teams to identify opportunities and support key business objectives
- Analyze AB and multivariate experiments by highlighting primary metrics, identifying correlations, and figuring out cause and effect relationships to improve the shopping experience for customers
- Apply statistical forecasting model to forecast financial plan numbers using R programming
- Work cross-functionally to define problem statements, collect data, and build advance analytical models
- Identify and implement streamlined processes for UAT testing, data reporting and documentation
- Create dashboards to communicate actionable insights, key metrics and trends for key business partners
- Build a code library and knowledge sharing portal to streamline analyses and reporting within analytics team

Microsoft | World Wide Incentive Compensation

June 2015 – Dec 2016

Project Manager

Redmond, WA

Data Analysis & Management

- Develop insight into multiple subsidiaries' quarterly seller performances to drive improvement in comp plans
- Investigate and audit data in a fast-paced business environment with complex datasets for ~25,000 sellers
- Deliver actionable insights analyzing seller performance metrics in Excel and SQL
- Lead improvement in compensation plan management through process audit and implementation
- Analyzed and reviewed sellers in multiple geographic area and market segments to provide actionable insights

Project Management:

- Support the development and implementation of CRM program for seller requests
- Manage multiple projects working with wide range of stakeholders including IT, HR, Dev and Finance teams
- Effectively communicate implementation of new tools and processes across sales leadership
- Identify incoming projects and prioritize among conflicting demands to drive maximum impact

S Y S Construction

June 2012 – May 2015

Project Manager

Mill Creek, WA

PROJECTS

- Load Approval Data Mining and Analysis | Master of Science in Information System
- Financial Quarterly Forecasting Model | Expedia
- Cryptocurrency Analysis using Python | Personal

ACADEMICS & CERTIFICATIONS

University of Washington – Foster School of Business

Master of Science in Information Systems (M.S.)

Bachelor of Arts in Business Administration: Accounting; Information Systems (B.A.)

Certifications & Skills

- Certification in Database Management (T-SQL) - University of Washington
- R Programming – Coursera and Johns Hopkins
- Salesforce Administration Certificate - Salesforce

Application Skills: SQL Server, Excel, VBA, Access, Visio, Tableau, R Programming, MS Dynamics, Weka and PHP

VOLUNTEERING

1. ANCC Elementary Sunday School Teacher

2. Ascend Seattle Chapter Board Member