

# Kush Thaker

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## Experience

**Enumerator**, Statistics Canada Toronto. May 2021 - Present

*Tools: Empathy, Listening, Building Rapport, Encouraging, Negotiating*

- Resolve 230 cases in 2 months to achieve 98% completion rate of Census of Population in assigned neighbourhoods
- Conduct in-person and phone interviews with households across socioeconomic profiles, logging details of attempts and outcomes

**Associate Product Manager Intern**, AppDirect Montreal. May - Dec 2018

*Tools: PowerBI, Atlassian, Figma, Github, VMware, TestRail*

- Migrate cybersecurity product userbase of 70,000 in 3 months before Windows update risked telecom contracts valued \$2M ARR
- Upgrade customer support chat experience from desktop to web by coordinating designs, prototype, sprint plans and product enablement

**Product Manager Intern**, Influitive Toronto. Sep 2016 - Dec 2017

*Tools: SQL, Looker, Salesforce, Mixpanel, FullStory, Help Desks*

- Contribute research inputs, specifications, A/B tests and release documentation of analytics and community features
- Develop scalable process for stakeholders to make requests, vote on user stories, and help team leads prioritize roadmap
- Prototype and iterate on data visualizations to demonstrate trends in end-user behaviours, admin workflows and client performance

**SQL Database Admin Intern**, Rubicon Project San Francisco. Jan - Apr 2016

*Tools: SQL, Bash, Python, Opsview, AWS S3/Glacier, Excel*

- Increase capacity of on-premise file system by 63% over 4 months by migrating historical datasets to Amazon S3 and Glacier storage

**Web Content Coordinator**, AGF Investments Toronto. Jan - Apr 2014

*Tools: HTML, CSS, SharePoint, Cascade Content Management*

- Develop webpages to host assets for sales team and financial advisors

## Strengths

- Product analysis
- User research
- Coordination
- Collaboration
- Python, SQL, Bash
- Writing

## Education

### Systems Design Engineering

University of Waterloo 2020  
Bachelor of Applied Science

*Courses: Software Design, User-Centred Design, Pattern Recognition, Complex Systems*

## Community

### Board Secretary,

Future Possibilities for Kids

- Serve as director for Toronto charity offering coaching programs to 600 kids per year
- Keep records, review strategic objectives and governance policies

### TD Scholarship for Community Leadership

- Selected as 1 of 20 national recipients of \$70,000 award
- Student Trustee to York Region District School Board