Kush Thaker

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Strengths

• Product analysis
• User research
• Metrics selection
• Python, SQL, Bash
• Collaboration
• 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

Work 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