

# Kush Thaker

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## Strengths

- Evaluate user needs
- Track agile projects in JIRA
- Query, analyze, visualize data with Python, SQL, Looker
- Review user experiences
- Develop software with Github, AWS, Flask, Vue.js, CSS
- Write test plans in TestRail

## Education

### Systems Design Engineering

University of Waterloo, 2020  
Bachelor of Applied Science

### TD Scholarship for Community Leadership

- Selected as one of 20 national recipients for \$70,000 award

## Projects

### Co-founder - fulfilled.ai

- Led team of 3 on final-year design project to build calendar assistant for software engineers

## Community

### Board Member - Future Possibilities for Kids

- Gather inputs for strategic plan of charity providing 1:1 coaching programs for 500 kids in GTA

## Work Experience

[Associate Product Manager Intern - AppDirect](#) Montreal, May - Dec 2018  
JP Morgan-backed enterprise platform to sell recurring digital services.

- Delivered security upgrades to 70,000 telco end-users within 3 months by triaging requests from engineering, partner, and customer teams
- Iterated support desk chat experience to improve agent response time, contributing to wireframes, sprint planning and feature rollout
- Collaborated on strategic review of Q1 2019 roadmap by collecting product data, team insights and engineering resource estimates

[Product Manager Intern - Influitive](#) Toronto, Sep 2016 - Dec 2017  
Tools for B2B software companies to drive customer advocacy.

- Conducted A/B test of homepage with user-generated content, proving 150% increase to community engagement before general release
- Developed scalable process for collecting feature requests, enabling product team to prioritize by volume and impacted revenue
- Determined product specifications for self-service reporting features and contributed to rollout and training, resulting in \$150K revenue in 2017

[SQL Database Administrator - Rubicon Project](#) San Francisco, Jan - Apr 2016  
Digital advertising exchange for publishers and brands (listed as MGNI).

- Increased capacity of on-premise file system by 63% over 4 months by migrating historical datasets to Amazon S3 and Glacier storage
- Monitored query performance and disk space. Developed scripts to manage user permissions and restore tables from backups

[Marketing Analyst Intern - Polar](#) Toronto, Sep - Dec 2014  
Technology for publishers to display creative ad formats.

- Developed webpages to visualize industry benchmark data by aggregating product usage and third-party reports
- Prepared quarterly business reviews of client advertising performance