Megan Z. Louie

206.724.9769 | megan.louie3@gmail.com | linkedin.com/in/meganlouie | Seattle, WA 98144

WORK EXPERIENCE

Eat Together
Seattle, WA

Social dining startup by UW Students for UW Students, connecting strangers through meals — like Tinder for friendships.

Project Manager   *December 2024 – Present*

- **Agile Leadership**: Led Agile development of a community-focused dining app with 400+ users, managing 4 designers and 4 engineers using Figma, React Native, and Firebase.
- **Product Planning**: Created 12 product requirements for chat, notification, and user interaction features, documented in JIRA (project management tool for Agile development).
- **User Research**: Conducted 10 user surveys to identify usability pain points, directly influencing new feature additions to the product roadmap.
- **UX Design Management**: Oversaw a 3-month design lifecycle, collaborating weekly with UX designers across 5 design iterations and managing 30+ design requirements.
- **Impact-Driven Iteration**: Facilitated research that resulted in 85% positive user feedback, helping uncover blockers and inform UX improvements.

UW Information Technology
Seattle, WA

University of Washington's central IT organization supporting 3 campuses and UW Medicine, serving over 170,000 students, faculty, staff, and medical professionals.

Technical Project Manager   *October 2024 – Present*

- **System Integration Leadership**: Led integration of ServiceNow ticketing platforms between UW IT and UW Medicine, improving resolution rate of tickets by 90% and enhancing cross-organizational communication across 10,000 employees.
- **Insight-Driven Reporting**: Built 5 Power BI dashboards for key IT divisions streamlining incident reporting and enabling data-driven decision-making for leadership and sponsors.
- **Cross-Team Facilitation**: Facilitated weekly Agile syncs with 4–5 engineers, accelerating project timelines and enabling transitions between engineering phases.
- **Quality Assurance & Adoption**: Authored 2 detailed test scripts and 20 use cases to support internal adoption and socialization of new IT initiatives.
- **Operational Efficiency**: Tracked 10–15 purchase orders simultaneously with the Network Project Management sector, increasing throughput by 40% through improved coordination and lifecycle execution.

IT Network Analyst / Network Project Manager Intern   *June 2023 – June 2024*

- **Statewide Infrastructure Delivery**: Managed IT hardware refresh and switch/router upgrades for the K20 Education Network, improving reliability across 400+ schools and 30 libraries and reducing network outages by 10%.
- **Compliance Enablement**: Partnered with Technical PMs to draft internal IT compliance documentation and security strategies, leading to improved staff training and successful cross-team alignment with University of Washington standards.
- **Network Design Support**: Assisted in designing and documenting scalable network upgrades, ensuring adherence to internal security protocols across multiple school and library systems.
- **Resilience Through Data**: Analyzed 5,000+ Uninterruptible Power Supply (UPS) devices, uncovering lifecycle patterns and proposing a proactive maintenance program to reduce system failure rates.
- **Efficiency Optimization**: Conducted analysis on 10,000+ switch ports using Power BI and Excel dashboards, decommissioning underutilized ports and maximizing network efficiency across key locations.

Ernst & Young
Seattle, WA

Global professional services firm with 300,000+ employees, offering assurance, consulting, and risk advisory services across 150+ countries.

Technology Risk Assurance Consultant Intern   *June 2024 – Aug 2024*

- **Control Auditing**: Audited 60+ IT general and automated controls to assess compliance with financial reporting and data security standards.

- **Process Automation**: Streamlined control testing by using Alteryx (data automation platform), reducing manual workload and increasing testing efficiency.
- **Data Visualization**: Built interactive Power BI dashboards to present audit findings and support risk-based decision-making for internal teams and clients.
- **Risk Mitigation**: Conducted IT system audits and risk assessments, identifying vulnerabilities and recommending actionable remediation strategies

Broadmark Realty Capital   Seattle, WA
Publicly traded real estate finance company specializing in short-term loans for commercial and residential development.
Sales and Marketing Intern   *July 2022 – Sept 2022*

- **Marketing Analytics:** Analyzed ROI and KPIs across 5,000+ contacts, tracking clicks, impressions, and conversions to refine and optimize advertising campaign performance.
- **Competitive Intelligence**: Evaluated competitor customer data using Excel and visualization tools to identify and segment 150 high-potential regional leads for sales targeting.
- **Strategy Development:** Supported the creation of data-driven marketing strategies by translating behavioral insights and lead trends into actionable engagement tactics.

EDUCATION

University of Washington, Michael G. Foster School of Business   Seattle, WA
Master of Science in Information Systems, MSIS Merit Scholarship   June 2025

University of Washington, Michael G. Foster School of Business   Seattle, WA
B.A. in Business Administration, (Information Systems, Operations and Supply Chain Management)   June 2024
Magna Cum Laude, Quarterly Dean's List 2021-2024, Albert V. Rossi (Merit) Scholarship

Relevant Coursework: Business Data Analysis, Artificial Intelligence Innovation, Machine Learning, Cybersecurity Risk Management, Cloud Computing, Digital Transformation, Decision Models, Advanced Business Data Mining

PM RELATED PROJECTS

Best Tech Award @ Master of Science in Information Systems Demo Day, EngageAI
- Developed AI-powered learning analytics platform improving virtual education with real-time sentiment, facial expression tracking, and GenAI-based transcription
- Designed engagement metric dashboards for instructors and integrated ResNet50/MobileNetV2 into a FERPA-compliant web platform
- Emphasized user privacy through no data persistence, API protection, and complete session wipe

1st Place @ University of Washington Consulting Association Unify Case Competition, Accenture Costco AR/VR Integration
- Developed a comprehensive AR strategy for Costco, enhancing customer experience and operational efficiency through immersive retail solutions that highlighted practicality and innovation.
- Led market research, business modeling, and technology integration planning, delivering a winning pitch that outperformed 20 competing teams.

Team Leader @ Boeing Northwest Case Competition, Boeing Autonomous Air Taxis (Team Leader)
- Led a cross-functional team of 4 in designing an autonomous air taxi strategy, focusing on market viability, regulatory compliance, and technological feasibility.
- Developed a business model and go-to-market strategy, presenting a compelling case that demonstrated scalability and commercial potential.

SKILLS
Technical: Proficiency in Python, SQL, and R; Microsoft Office Suite (Advanced Excel), CRM Software, Agile Project Management (Scrum/Kanban), Statistical Data Analysis, Cisco Networking (TCP/IP, DNS, Hardware), AI/ML
Soft Skills: cross-functional leadership, product roadmap development & execution, client management, agile development
Certificates: Foster Microsoft Excel Credential, Microsoft Certified Azure Fundamentals