Brad Saechao

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SKILLS

- SQL
- Python
- HTML
- CSS
- Excel: Lookups, Pivots

- Tableau
- Excel: Pivots
- Salesforce
- Oracle Service Cloud

EDUCATION

San Jose State University, San Jose, CA   August 2019 – December 2021

- Business Administration: Management Information Systems Bachelor's
- GPA: 3.2

Special Projects:

- Created website with HTML and CSS
    - Website included information about special topic, widgets and inline CSS
- Digital Transformation
    - Plan, process and research on how to successfully integrate digital transformation
- Used Ruby on Rails to connect DBMS with IMS

Year Up Bay Area, San Jose, CA   August 2018 – July 2019

Year Up is an intensive, competitive technical training and career development program with over 250 corporate partners, graduating thousands of students annually across the nation. The program includes college-level courses, professional training, and a six-month internship.

- Completed coursework in Microsoft Office, Career Development and Interpersonal Relations, and Business Communications with specialized training in Data Analytics
- Mindfulness Elective
- Awards: Top Performer in Data Analytics, Professional of the Week, Perfect Attendance Award

EXPERIENCE

LinkedIn, Sunnyvale, CA   February 2019 – July 2019

Product Operations Manager Intern

- Measured a 2.8 point improvement (QoQ) in satisfaction score for an internal support tool; identified and presented key drivers and detractors of the score to product team
- Created a new segmentation logic based on user's ability to self-serve; product teams used the logic to prioritize member feature requests
- Using SQL, created a targeting filter that identified 200 ad marketing clients with the issue "Turn Ad or Campaign On/Off", diving deeper to find root cause of spike
- Incorporated Salesforce and Oracle Service Cloud (OSC) into daily workflow, pulling support cases, analyzing user feedback and reviewing support quality
- Organized an internship expo by leading the presentation flow, attendees list and social event
- Generated a Salesforce dashboard automating over 1000 weekly case volume improving efficiency

VOLUNTEER EXPERIENCE

LinkedIn   May 2019

LinkedIn Coach

Participated in giving insights on what it's like working at LinkedIn, my role, and advice.