Steven Kim Chung

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About Me

University of Washington alumni holding a Bachelor's of Science in Applied Physics with a minor in Mathematics. Experience managing an offshore team; analyzing methodologies, budget forecasting, and creating operational and efficiency improvements. Strong problem solving ability with an interest in security and software engineering. Recognized for strong work ethic, discipline, quick learning ability and ability to multitask by peers. Proficient with Microsoft Office; including Excel, Word, and Powerpoint. Familiar with Javascript, HTML and CSS syntax.

WORK EXPERIENCE

Highspot, Seattle, WA   **July 2019 – Present**
Revenue Operations Manager, Account Development Process

- Partner with Account Development Leadership teams to ensure team structures are accurate across systems.
- Standardized Highspot's account based account assignment process for Highspot's Account Development Teams leading to 2x SQL (Sales Qualified Lead) growth.
- Standardized Highspot's Qualified Lead routing ensuring a repeatable and fair SQL assignment process.
- Implemented a buying signal process targeting hot sales leads from marketing resources leading to 50 SQLs.
- Serve as the point of contact and subject matter expert on routing rules, system changes and team changes.

Pitchbook Data, Seattle, WA   **January 2017 – March 2019**
Senior Research Analyst

- Management of an offshore team of six research associates.
- Training and ramping of new onshore and offshore researchers.
- Renovation of offshore training program for more efficient training periods.
- Creation of Standard Operating Procedures for Corporate Development research.
- Performance of root cause analyses to identify and improve weak areas of the dataset.
- Drive improvements of an online query tool with Boolean searches increasing the amount of data gathered.
- Cut operational costs by analyzing and removing unnecessary work for offshore team members.
- Write logic creating data dashboards helping to track productivity.
- Organize and lead cross team projects driving operational efficiencies through platform improvements.
- Convey research methodologies to clients, prospects and members of the PitchBook organization.

EDUCATION

University of Washington Coding Bootcamp
o *Certificate, Full Stack Web Development (December, 2021)*

o *Relevant Course Work*
   - JavaScript
   - HTML
   - CSS
   - Node.js

University of Washington
o *Bachelor of Science, Applied Physics (December, 2016)*
   - Minor: Mathematics

o *Relevant Course Work*
   - Probability & Statistical Analysis
   - Linear Analysis
   - Micro & Macro Economics
   - Intro to Scientific Computing
   - Intro to Computer Programming
   - Applied Mathematics