

ALEXANDRA KHOO

Green card holder, authorized to work in the US without sponsorship

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Product Operations leader with 6+ years of driving data enablement. Recently relocated overseas and seeking to contribute my proven ability to build strong team foundations for product growth.

EXPERIENCE

Product Operations (Data & Analytics)

10/2021–06/2024

Delivery Hero (XETR:DHGR)

Food delivery platform with \$13 billion revenue in 2024

Led operational excellence initiatives for 50+ product analysts and data product engineers, improving product development lifecycle and data foundations

- Enabled self-serve capabilities and clearer visibility into KPIs (e.g. new users, order conversion, revenue) with dashboard revamp on *Google Looker Studio* and data model migration to *dbt*
- Built data literacy by piloting stakeholder training module on product metrics
- Upgraded tools for feature tracking and A/B testing (*AVO*, *EPPO*) with analytics engineers, leading to 66% increase in experimentation rate and faster product feedback loops
- Streamlined analytics operating cadence through root cause analysis, achieving over 40 weekly man-hours in cost-savings
- Led and facilitated strategy sessions and retrospectives with stakeholders up to SVP and CEO level in Product, UX, and Engineering, achieving alignment and actionable outcomes

Product Operations (Data Visualization)

01/2021–06/2021

Human Managed

Startup focused on customized cybersecurity solutions for corporate clients

Recruited for my creative data visualization skills, established user-centered data practices

- Served as a cross-functional bridge for the user experience strategy in cyber intelligence reporting, coached colleagues, and developed dataviz playbooks/FAQs in *Guru*

Data Analyst / Client-facing Consultant

02/2020–01/2021

Synthesis.Partners

Boutique branding consultancy that harnesses open-source data for consumer insights

Led analytics for projects to identify emerging trends and next addressable markets

- Translated technical methodologies into presentations for non-technical audiences that built clients' trust
- Built end-to-end data pipelines using *SQL* and *Python*, curated bespoke datasets, and developed metrics for a wide range of sectors, from on-demand entertainment to FMCG

Senior Manager, Policy & Strategy

Sep 2013–Jan 2020

Maritime and Port Authority

Public agency powering Singapore's status as a premier maritime hub

Progressed through roles of increasing responsibility in international affairs and policy (Policy Analyst, Manager, and Senior Manager)

- Developed industry overviews and competitiveness analysis to inform strategic planning, increasingly capitalizing on data analysis techniques (*Excel, Python*) in final two years
- Achieved National Excellent Service Award for international stakeholder engagement

SELECT ENGAGEMENTS

- Completing *GoPractice Product Management Simulator with Amplitude* tool, applying data-driven frameworks to solve simulated product challenges
- *Member of the Programs Committee for the Data Visualization Society* (20,000+ members), heading the development and launch of new peer mentorship programs
- *Former mentor for Google Women Developer Academy*, helping participants enhance skills in delivering technical talks

SKILLS & TOOLS

Program management with Miro, Trello, Jira, Confluence / Agile methodology (familiar with concepts in Shortcut and Monday)

Data engineering via SQL, Bigquery, Snowflake, dbt

Data analysis in Python (pandas, networkx, spaCy), Excel

BI reporting with Google Looker Studio, Tableau, Mode Analytics (alternative platform to Sigma)

Data visualization with Python (Matplotlib), HTML/CSS/JS, Flourish, Datawrapper

Version control with Git, Github

EDUCATION

Maritime and Port Authority of Singapore Overseas Government Scholarship

Full sponsorship of Undergraduate and Graduate studies

University of Chicago — *M.A., International Relations*

Chicago, IL, USA

University of York — *B.A., Politics with International Relations*

York, UK

- First class with distinction