ALEXANDRA KHOO

Green card holder, authorized to work in the US without sponsorship
alexandrak@duck.com | Minneapolis, MN | Linkedin.com/in/alexandra-khoo | alexandrakhoo.com

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: DHER)
Food delivery platform with $13 billion revenue in 2024

Led operational excellence initiatives for 50+ product analysts and data product engineers, directly supporting the Director of Data to improve the product development lifecycle

- 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, achieving over 40 weekly man-hours in cost-savings, freeing up time for more in-depth strategic analysis

- Enabled clearer visibility into KPIs (e.g. new users, order conversion, revenue) with executive dashboard revamp on *Google Looker Studio* and data model migration to *dbt*

- Served as project management lead and facilitator to drive strategic clarity at Product, UX, Engineering strategy sessions, with stakeholders up to SVP and CEO level

Product Operations (Data Visualization)   01/2021 - 06/2021
Human Managed
Startup focused on customized cybersecurity solutions for corporate clients

Recruited as a dataviz subject matter expert, introduced best practices for executive-level reports

- Served as a cross-functional bridge for the user experience strategy in threat intelligence reporting tools, coached colleagues, created dataviz prototypes and 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   09/2013 - 01/2020
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 organizational strategy, increasing 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

- In the Programs Committee for the Data Visualization Society (20,000+ members), spearheading the development and launch of new peer mentorship programs

- Formerly served as a mentor for Google Women Developer Academy to help participants develop skills in delivering technical talks

Tools

- Program management with Miro, Trello, Jira, Confluence / Agile methodology

- Data querying and modeling via SQL, Bigquery, Snowflake, dbt

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

- BI reporting with Google Looker Studio, Tableau, Mode Analytics

- Other data viz with Python (Matplotlib), HTML/CSS/Javascript, Flourish, Datawrapper

- Version control with Git, Github

Education

University of Chicago, US – *MA International Relations*

University of York, UK – *BA Politics with International Relations,* first class with distinction

Maritime and Port Authority of Singapore Overseas Government Scholarship - Full sponsorship of Undergraduate and Graduate studies