

# Alexandra Nicolette Khoo

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## WORK EXPERIENCE

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**Delivery Hero**, leading food delivery service with over \$6 billion revenue gain in 1H2024 **Oct 2021 - Jun 2024**

*Senior Program Manager (Senior Strategist II, Data Tribe)*

*Singapore*

- Spearheaded cross-functional projects and workshops for global, diverse teams serving 20+ countries, including senior leadership offsites
- Handled wide-ranging, multi-stakeholder topics with ambiguous problems; from team OKRs and business-product goal alignment, to product discovery, to experiment quality and ML platform engineering
- Developed team members by running knowledge-sharing sessions and managed budget for team events

*Senior Strategist, Product Analytics*

- Led upgrade in feature-related tooling and worked with analytics engineers, contributing to 66% boost in experimentation rate
- Proactively identified gaps and achieved 94% excellent rating in product analyst onboarding via standardized recruitment screening and onboarding revamp

**Human Managed**, start-up focused on customized cybersecurity solutions for businesses **Jan 2021 - Jun 2021**

*Lead Data Strategist, with focus in Data Visualization*

*Singapore*

- As a cross-functional bridge, led user experience strategy for self-service data in flagship B2B SaaS platform
- Pioneered data visualization style guide and prototyped visual stories in D3.js, Flourish, React

**Synthesis**, brand consultancy that harnesses open-source intelligence to spot opportunities **Feb 2020 - Jan 2021**

*Cultural Data Scientist*

*Singapore*

- Oversaw analytics in teams of 3-4 in Scrum framework and delivered projects that met or exceeded expectations
- Turned clients' open-ended questions into bespoke data insights on new market segments and trends
- Developed KPIs, built data pipelines with Python and SQL in BigQuery, customized Tableau dashboards

**Maritime and Port Authority**, government agency powering Singapore as a top maritime hub **Sep 2013 - Jan 2020**

*Senior Manager, Policy & Strategy*

*Singapore*

- Analyzed trends & statistics to inform Singapore's competitiveness strategies; presented reports up to ministerial level and supported leadership in annual planning processes

*Manager, International Relations*

- Co-represented Singapore in international negotiations on issues relating to shipping's greenhouse gas emissions
- Achieved 2016 Singapore National Excellent Service Award (Silver) for managing international stakeholders

*Policy Analyst*

## SKILLS & INTERESTS

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- **Interests:** Advocacy for diversity and inclusion in tech (served as mentor with Google's Women Developer Academy and editor with nonprofit She Loves Data), [contributor to Reforge's](#) resources for product roles
- **Skills:** Strategic planning, process improvement, Agile methodology, building stakeholder relationships at all levels including C-suite | G Suite, Jira, Confluence | Python, R, dbt, SQL, GCP/BigQuery, Git, Github | Figma, Tableau, Looker

## CERTIFICATION & EDUCATION

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2019 Metis Data Science Certification

MPA Overseas Government Scholarship 2009 – Full sponsorship for undergraduate and graduate studies

**University of Chicago**, MA, International Relations

*Chicago, IL*

**University of York**, BA (Honors), Politics with international Relations, First Class with Distinction

*York, United Kingdom*