

## PROFESSIONAL EXPERIENCE

Authorized to work in the US without sponsorship

**Delivery Hero**, global food delivery service with over \$6 billion revenue gain in 1H2024 **10/2021 - 06/2024**

*Senior Strategist II, Product Operations with Data Tribe focus*

- Directed cross-functional workshops for global, diverse teams serving 20+ countries
  - Collaborated with user research team and used insights to help product leads prioritize product bets
  - Aligned regional engineering leads (VP and director-level) on shared objectives for an enterprise-wide ML initiative
  - Reconciled stakeholder differences (product, commercial, and ordering/payment subsidiary) to reach agreement on dine-in product line strategy
- Spearheaded efforts to streamline data leadership's operating rituals and communication channels like All-Hands

*Senior Strategist, Product Analytics*

- Developed strategic framework to prioritize the product analytics team's resource allocation, leading to higher-impact work
- Partnered analytics engineers to upgrade feature-tracking tool and increased experimentation rate by 66%
- Analyzed gaps in analysts' onboarding and initiated a standardized program that achieved a 94% excellent rating
- Stack: Atlassian Suite (Confluence, Jira, Trello), Miro, Qualtrics, SQL, BigQuery, Google Suite & Looker Studio

**Human Managed**, start-up focused on customized cybersecurity solutions for businesses **01/2021 - 06/2021**

*Lead Data Strategist*

- As a cross-functional bridge, aligned teams on unified user flow in B2B threat intelligence platform
- Stack: Snowflake, Guru (knowledge management base), ClickUp, HTML/CSS/Javascript

**Synthesis**, branding startup that harnesses open-source intelligence to spot opportunities **02/2020 - 01/2021**

*Cultural Data Scientist (Client-facing role)*

- Led analytics for consultancy projects that identified emerging trends and next addressable market for clients' demand-generation efforts
- Presented technical methodologies behind the projects for non-technical audiences that built clients' trust
- Stack: Python (pandas, Networkx, SpaCy, BERT) and SQL, BigQuery, Tableau, Google Suite

**Maritime and Port Authority**, public agency powering Singapore as a top maritime hub **09/2013 - 01/2020**

*Senior Manager, Policy & Strategy*

- Synthesized competitiveness trends & analysis into executive-level reports and presented up to ministerial level
- Supported the Chief Executive as speechwriter for keynote events that announced organizational priorities
- Stack: Microsoft 365 Suite (Excel, SharePoint), Python

*Manager, International Relations*

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

*Policy Analyst, International Maritime Organization Affairs*

## ADDITIONAL INTERESTS

- Advocate for diversity and inclusion in tech, with prior experience as a mentor for Google's Women Developer Academy and a newsletter editor with nonprofit She Loves Data
- [Contributor to Reforge Artifacts](#) on operational excellence in product

## EDUCATION

- 2019 Metis Data Science certification
- **University of Chicago**, MA, *International Relations*
- **University of York**, BA (Honors), *Politics with international Relations, First Class with Distinction*