

Alexandra Nicolette Khoo

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WORK EXPERIENCE

Delivery Hero, leading food delivery service with over \$6 billion revenue gain in 1H2024 **Oct 2021 – Jun 2024**
Senior Program Manager (Senior Data Tribe Strategist II) *Singapore*

- Spearheaded cross-functional projects and workshops for globally-dispersed teams serving 20+ countries
- Handled wide-ranging, multi-stakeholder topics from team OKRs and business-product goal alignment, to product discovery and Go-To-Market strategy, to experiment quality and ML platform
- Led upgrade in feature-related tooling and worked with analytics engineers, contributing to a 66% boost in experimentation rate
- Achieved 94% excellent rating in product analyst onboarding via gap analysis, standardized recruitment screening, and onboarding revamp
- Supported team rituals as well as hosted knowledge-sharing sessions on app monetization, customer types, acquisition and retention, and other product concerns

Human Managed, start-up focused on customized cybersecurity solutions for businesses **Jan 2021 – Jun 2021**
Lead Data Strategist, with focus in Data Visualization *Singapore*

- 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 consultants and delivered projects that met or exceeded clients' expectations
- Turned open-ended questions into bespoke research guidance on new market segments and customer success
- Developed KPIs, built data pipelines with Python and SQL in BigQuery, customized Tableau dashboards

Maritime and Port Authority, government agency behind Singapore as a top maritime hub **Sep 2013 – Jan 2020**
Senior Manager, Policy & Strategy *Singapore*

- Investigated maritime trends and statistics, using Excel/Python to inform Singapore's competitiveness strategies
- 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

SKILLS & INTERESTS

- **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 product management learning platform, climbing on plastic or real rock, comedies like Seinfeld
- **Skills:** Strategic planning, process improvement & project management, building stakeholder relationships at all levels including C-suite | Jira, Confluence, Asana | Python, R, dbt, SQL, GCP/BigQuery, Git, Github | Figma, Tableau, Looker

CERTIFICATION & EDUCATION

2019 Metis Data Science Certification

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

University of Chicago
MA, International Relations

2013
Chicago, IL

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

2009 – 2012
York, United Kingdom