

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 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 research guidance 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, presenting up to ministerial level

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

- **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, 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

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