

Alexandra Nicolette Khoo

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WORK EXPERIENCE

Delivery Hero, leading food delivery service with over \$6 billion in revenue 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 topics with stakeholders at all levels including executives; from team OKRs and business and product team alignment, to product 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 experiment velocity
- 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*

- Developed user experience strategy for self-service data in flagship B2B SaaS platform
- Pioneered a 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, delivered projects that met or exceeded clients' expectations and turned open-ended questions into bespoke research guidance on market positioning and customer success
- Determined key metrics-that-matter, built data pipelines with Python and SQL queries 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
- Ran campaigns for Singapore's successful re-election to the executive organ of the International Maritime Organization, a specialized United Nations agency
- Achieved 2016 Singapore National Excellent Service Award (Silver) for managing international stakeholders

EDUCATION

University of Chicago **2013**
MA, International Relations *Chicago, IL*

University of York **2009 – 2012**
BA (Honors) Politics with international Relations, First Class with Distinction *York, United Kingdom*

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

CERTIFICATIONS, SKILLS & INTERESTS

- **Certifications:** 2019 Metis Data Science (Bootcamp)
- **Skills:** Strategic planning & communication, process improvement, project management | Jira, Confluence | Python, R, dbt, SQL, GCP/BigQuery, Git, Github | D3.js, Flourish, Figma, Tableau, Looker
- **Interests:** Advocacy for diversity and inclusion in tech (served as mentor with Google's Women Developer Academy and editor with nonprofit She Loves Data), climbing (real rock & plastic), comedies like Seinfeld