

# Timothy Lew

San Francisco, CA

me@timothylew.com  
+1 (415) 832-9492  
linkedin.com/in/timothylew

## Education

### **Product School**

*Product Management Certificate*

San Francisco, CA

Sept 2019 - Oct 2019

- Identified and validated strategic opportunities, wrote product requirements, analyzed technical feasibility, and created a prototype to pitch a [new feature for Uber](#) designed to increase customer engagement and retention.

### **University of Southern California**

*B.S. Computer Science and Business Administration, GPA 3.92*

Los Angeles, CA

August 2014 - May 2018

## Experience

### **Course Hero**

*Software Engineer II*

*Software Engineer I*

*Software Engineering Intern*

Redwood City, CA

Feb 2019 – Present

Aug 2018 – Feb 2019

May 2017 – Aug 2017

- Identified key user pain points, defined requirements, established KPIs, and worked cross-functionally with operations, design, and engineering as the acting product manager to successfully launch a textbook metadata import and release tool that reduced operations and engineering overhead by 75%.
- Led the research and development process to evaluate and select a Javascript graphing library to integrate with our textbook solutions authoring tool, allowing us to release 10+ math textbooks with graph solutions to students.
- Established key system guidelines, led the development effort, and created communication processes for multiple teams working on textbook metadata storage and authored solution storage for textbook solutions.
- Analyzed user behavior using Amplitude, FullStory, and customer funnels to assist with product iteration recommendations after closing an A/B test involving similar question routing.
- Optimized SQL queries in the question processing workflow to increase question throughput, decrease answer wait times for students, and reduce moderator costs per question.
- Integrated tutor answers for extracted multiple choice questions with their extraction locations on study documents, which improved document quality, increased NPS, and improved the user experience
- Develop core product features for the tutor marketplace and textbook solutions using Go, PHP, and ReactJS.

### **USC Computer Science Department**

*Course Producer*

Los Angeles, CA

August 2016 - May 2018

- Hosted office hours, labs, and review sessions for Data Structures/Object Oriented Design, Intro to C++, and Java

### **Startup Grind**

*Marketing Intern*

Redwood City, CA

May 2016 - August 2016

- Created, managed, and A/B tested ads on Adwords, AdRoll, Facebook, Twitter, and LinkedIn to reduce cost per click (CPC) by 36% and increase click through rate (CTR) to exceed industry benchmarks.
- Engaged 400,000+ followers on Facebook, Twitter, Instagram, and LinkedIn with original social media content.

## Projects and Activities

### **LinkedIn HR Non-Technical Hackathon**

August 2016

- Created and pitched a product concept, prototype, business model, and implementation plan in one night to address the lack of sense of belonging in workplaces for new hires.
- Placed in the top 8 of over 25 teams.

### **Accenture Innovation Challenge**

February 2016 - March 2016

- Analyzed the problem of grocery store food waste with a team and presented our solution, implementation details, and side effects in 24 hours. Developed a cost model and Gantt implementation chart for our proposed solution.
- 1st Place (out of 10+ teams) at USC, qualified for national competition.

## Skills

*Technologies:* SQL, Go, PHP, React, Javascript, Typescript, HTML/CSS, Java, C++, Symfony, Docker

*Tools:* Adobe XD, Invision, JIRA, Amplitude, Crucible, Canva, Google AdWords