

Timothy Lew

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Education

Product School

Product Leadership Certificate

Product Management Certificate

San Francisco, CA

Oct 2020 - Dec 2020

Sept 2019 - Oct 2019

- As a final project for each certificate, I identified and validated strategic opportunities, wrote product requirements, analyzed technical feasibility, and created mockups to pitch new Uber feature recommendations designed to improve customer satisfaction 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

Interim Product Manager

Redwood City, CA

Feb 2020 - Aug 2020

- Worked as an interim product manager informally for six months due to team resource needs.
- Defined and specced product requirements for our question authoring initiative, which included features that increased question authoring speed by 300% and reduced the manual labor needed in our question extraction process.
- Identified key user pain points, defined requirements, established KPIs, and worked cross-functionally with operations, design, and engineering to successfully launch a textbook metadata import and release tool that reduced operations and engineering overhead time by 75%.
- Established key system guidelines, created cross-team communication pipelines, and led the development effort for multiple teams working on textbook metadata storage and authored solution storage for textbook solutions.
- Coordinated with our core student team to define and release a new question submission pipeline for textbooks that expanded our content library and kept organic tutors active during seasonal low volume periods.
- Analyzed user behavior using Amplitude, FullStory, and customer funnels to assist with product iteration decisions after closing a "similar question routing" A/B test geared to reduce student answer wait time.

Software Engineer II

Feb 2019 – Present

Software Engineer I

Aug 2018 – Feb 2019

Software Engineering Intern

May 2017 – Aug 2017

- 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 author and release learning material for 168 math textbooks.
- Optimized SQL queries in the question processing workflow to increase question throughput 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 and increased NPS
- Develop features for the tutor marketplace and textbook solutions initiative using Go, PHP, JS, and React.

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.

Skills

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

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