

# VIVIAN KHA

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## WORK EXPERIENCE

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### Niantic Labs

Program Manager, AR Data Operations

San Francisco, CA

Jan 2020 - Present

- Starting from scratch, built up and managed the global operations team for brute force data collection across the Americas, APAC, and EMEA regions to set the groundwork for Niantic's 3D map of the world.
- Defined the long term data collection strategy for AR mapping and VPS along with setting goals, key milestones, budgeting, headcount, phased project deliverables and getting cross-functional alignment.
- Established quality control processes to ensure our data processing pipelines are working as intended and provide a consistent feedback loop to help troubleshoot and prioritize features for implementation.
- Collaborated closely with the AR engineering team to build out internal tools that will allow the team to scale.
- Implement scalable data-acquisition and validation pipelines to improve machine learning algorithms for semantic segmentation intended for applications using classification, monodepth and occlusion.

### Product Operations Manager II, Pokémon GO

Dec 2017 - Aug 2020

- Lead the product support team for Niantic's flagship product, Pokémon GO, and efficiently scaled the team by 3x during huge company growth and expansion period
- Served as a key cross-functional stakeholder and collaborated across different organizations for the delivery and execution of new product features and updates
- Evaluate customer analytics to identify gaps in efficiency, drive for new customer-focused initiatives, and prioritize business insights awareness
- Created the specs/wireframes for a new, platformized support tool to provide the infrastructure needed to scale the company. Attained the executive team alignment to build a team and implement these tools.
- Mentor and manage new product operations specialists

### Medium One

Program Manager

June 2014 - Dec 2017

Santa Clara, CA

- Lead the testing effort and total conversion of manual web testing to automated Python Selenium tests which decreased the testing effort by a factor of 5 and translated to faster a Q/A process and efficient releases
- Defined the user experience for data analytics dashboard visualizations using widgets and reports, and processing data in real time to drive customer success for both technical and non-technical users
- Created UX wireframes and mockups that prioritize the ease of understanding data visualization
- Created and managed the technical documentation website using HTML, CSS, and Javascript

## PROJECTS

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### Equipped, Product Manager and Front-end Developer (2013-2014)

A web application project that strives to revolutionize the way people prepare for their personal activities and travels. Created with Django, HTML, CSS, and Javascript.

Started at Hacktech 2014, a hackathon based in Santa Monica, CA.

## EDUCATION

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University of California, San Diego (UCSD)  
B.S., Bioengineering with a focus in Bioinformatics

## STRENGTHS & SKILLS

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Streamlining Processes  
Project Management  
Technical Problem Solver  
Business Operations  
Adaptability  
Technical: Python, HTML, CSS, Javascript, Java, Git, JIRA