

# VIVIAN KHA

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## PROFESSIONAL EXPERIENCE

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### Nuro

Senior Technical Program Manager

San Francisco, CA

Aug 2021 - Present

- Lead a large scale company-level initiative to launch autonomy on Nuro's next generation fleet while proactively communicating progress, risks, and dependencies to leadership and setting stakeholder expectations for long term roadmap of transition to the new fleet
- Define and lead software program execution strategy, overall roadmap, and sprint planning for subteam of 50+ engineers across Mapping, Localization, Pose, Mapping Infrastructure, Calibration, and Routing teams
- Evaluated a new simulation test process that increased operator triage productivity by over 300%

### Niantic Labs

AR Operations Lead

San Francisco, CA

Dec 2019 - Aug 2021

- As the sole founding member, built a 30+ global team for data collection across the AMER, APAC, and EMEA regions, setting the groundwork for Niantic's 3D map of the world and metaverse vision
- Defined the long term strategy for AR mapping and Visual Positioning System (VPS) by setting goals, key milestones, headcount/budgeting, and spearheading alignment across product, engineering, and ops
- Presented weekly cross-functional updates to the executive leadership team and major stakeholders.
- Led a large scale ML project that improved the quality of data by over 40% across millions of UGC
- 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 - Dec 2019

- Managed 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 decisions for new customer-focused initiatives, and prioritize business insights awareness
- Mentor and managed new product operations specialists, focusing on long term career growth

### Medium One (acquired by Breadware, LLC)

Technical Program Manager

Santa Clara, CA

June 2014 - Dec 2017

- 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 and managed the technical documentation website using HTML, CSS, and Javascript

## EDUCATION

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

## PROJECTS

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**Equipped** (2013-2014) *Product Manager and Developer*  
A web application that strives to revolutionize the way people prepare for their personal activities and travels.

## STRENGTHS & SKILLS

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