

VIVIAN KHA

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PROFESSIONAL EXPERIENCE

Nuro

Senior Technical Program Manager, Mapping & Localization

San Francisco, CA
Aug 2021 - Present

- Define and lead software program execution strategy, overall roadmap, and sprint planning for 50+ engineers across 6 teams (Mapping, Localization, Pose, Mapping Infrastructure, Calibration, and Routing)
- Facilitate all hands, daily stand-ups, technical and product feature discussions to create XFN alignment
- Lead and prioritize cross functional technical projects across various teams and communicated progress and risks to leadership and major stakeholders
- Evaluated a new simulation test process that increased 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

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

PROJECTS

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

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