

Jacob Chan

Holistic product thinker, with experience in software engineering, product design and data analytics.

jacobchan.ca

jkcchan@edu.uwaterloo.ca

Skills

Experience

product analytics, software engineering, product design, full stack web, Android

Preferred Tools

python, pandas, SQL, R
scikit-learn, AWS, Sketch, Git

Education

University of Waterloo

Systems Design Engineering
Option in Statistics
Expected 2019

4 online courses through Coursera on Machine Learning by Prof. Andrew Ng (Stanford, deeplearning.ai)

Currently: Stanford's CS231n by Kaparthy, CNN course by Ng (deeplearning.ai)

Projects

Topaz

Helping users keep regular logs of self- or pre-defined data models, providing insights and recommendations

Interests

Hosting events for the Waterloo Data Science Club, competing in smash and table tennis, photography

Experience

Capital One — Data Scientist (Android Beta)

PRESENT, Kitchener.

Using a holistic understanding of development and design to bridge the product cycle by **leveraging usage data to encourage data-driven feature design**

Designing features to further provide utility in budgeting, categorizing, and understanding their transaction behaviour

Implemented dashboards in Grafana to analyze event data from the mobile beta app's data pipeline to understand KPIs.

Shopify — UX Designer (Shopify Home)

WINTER 2017, Ottawa.

Conducted user experience research and competitive studies on various **strategies of recommendation systems in popular platforms to give insight for future features**

Analyzed shortcomings found in usage data to guide new designs to surface relevant and useful data and content for merchants on their Home page

Boomtrain — Product Engineer

SUMMER 2016, San Francisco. Acquired by Zeta Global in July 2017.

Liaised between solutions team with engineering team, **bringing forth heavily used APIs in seamless, customer-facing front-end experiences**

Designed and developed tool to visualize and optimize external data-scraping service to gather client data used for recommendation engines

Prototyped WYSIWYG editor for customers to build recommendations to be seen by our client's users (millions)

SMART Technologies — Software Developer Intern

FALL 2015, Calgary. Acquired by Foxconn in May 2016.

Led team of 4 to build lesson widgets for 3 million active users world-wide. Worked cross-functionally to build heavily used widgets for teachers, guiding development with user research and usability testing

Ontario Institute for Cancer Research — Web Developer

WINTER 2015, Toronto.

Liaised between large global health initiatives and the web development team to understand needs, leading to the best solutions