

# Adrian Chung

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## EDUCATION

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### University of Waterloo

Waterloo, ON

*Honours Bachelor of Computer Science, Co-op*

*Sep. 2020 – Apr. 2025*

- Software Engineering & Human-Computer Interaction Specialisations, Economics Minor.
- Relevant coursework: Operating Systems, Compilers, Data Structures, Algorithms, Database Management, Statistics, Object-Oriented Software Development, Product Development

## EXPERIENCE

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### Product Manager Co-op, Payments

Jan. 2024 – Apr. 2024

*Plooto*

*Toronto, ON*

- Lead initiative to improve payments experience and workflow velocity via **competitor analysis**, streamlining user workflows, building product metrics, **feature testing**, **feature auditing**, and conducting **user interviews**.
- Implemented e-Transfers and credit card as payment methods to increase payment volume and revenue by building go-to-market strategy and outlining **product roadmap milestones**, increasing yearly revenue by over \$1.2M.
- Engaged over 4 financial institution and fintech partner integrations, including diversifying banking stack, risk & compliance assessments, and outlining **product requirements and timeline**.
- Built and **feature scoped** user credit card data by engaging with engineers to drive risk engine optimizations through disputes and AVS data, while enabling lower interchange costs to increase profit margins by up to 1.5%.

### Product Manager Co-op, MyTELUS App Growth

May. 2023 – Aug. 2023

*Telus*

*Vancouver, BC*

- Increased sales and services conversions by over 20% by conducting **user research**, **A/B feature testing**, and **market analysis** to facilitate improved push notification campaign targeting strategy in **Adobe Campaign**.
- Built new user journey analytics portfolio used 10+ teams by collaborating with stakeholders, analysts, and developers to implement clickstream web and app metrics in both **Adobe Analytics** and **GCP**.
- Improved in-app self-service conversions by 10% by building MyTelus native app experiences and increasing workflow velocity, decreasing user attrition from redirects and inefficient webkit implementations.

### Data Scientist Co-op, Support

Jan. 2023 – Apr. 2023

*Telus*

*Toronto, ON*

- Deployed **Random Forest Classifier NLP model** with **Scikit-Learn**, **NLTK**, and **Pandas** on **GCP Vertex AI** to categorize article feedback data with 90%+ accuracy, improving content, product, and design strategy.
- Expanded Support Team KPI portfolio used by 100+ stakeholders, including building and visualizing clickstream data to **Looker Studio**, **DOMO**, and **Adobe Analytics** platforms, enabling organisation-wide insights.
- Built end-to-end metrics for Support page visits, enabling a 5% improvement in workflow velocity and 2% decrease in Support call-ins by improving the user triage process and content production strategy.

### Software Engineer Co-op, Intelligence

Sep. 2022 – Dec. 2022

*Nova*

*Toronto, ON*

- Reduced server **API** call latency by 30% on over 10+ user-generated dashboards, metrics, and reports by implementing platform-wide changes to support **Redis** instances with caching on organisation ID.
- Implemented **Puppeteer** and **Headless** scraper microservice, removing reliance on third-party APIs for Twitter, Facebook, and Instagram for over 50% of user workflows and eliminated API usage costs by \$60,000 per year.

### Data Scientist Co-op, Enterprise & International Applications

Jan. 2022 – Apr. 2022

*Royal Bank of Canada*

*Toronto, ON*

- Conducted forecasting and pricing on over 300 applications based on tech stack, criticality, support coverage, and testing coverage, with various pricing models on software vendor contracts valued over \$40 million CAD.

## TECHNICAL SKILLS

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**Languages:** Java, Python, C++, SQL, JavaScript, HTML, CSS

**Frameworks/Libraries:** React.js, Node.js, Pandas, Swing, Django, NLTK, TensorFlow, SciKit-Learn, RESTful APIs, Material-UI

**Technologies:** Git, Jira, Tableau, Periscope, GCP, BigQuery, Adobe Analytics, Adobe Experience Manager/Campaign, Amplitude, Hotjar, Confluence, Figma, ClickUp, Miro, Looker Studio