ANDREW LOO

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PROFESSIONAL EXPERIENCE

INTEREXCHANGE   New York, NY
Senior Product Manager   *May. 2024 – Present*

- Led end-to-end delivery of a self-service check-in system (~2,100 annual submissions) for a major visa program, **saving staff ~30 hours/month**; drove cross-department alignment and standardization
- Spearheaded daily self-serve KPI dashboards as phase one of a new internal data platform; replaced monthly manual reports with auto-refresh access across all departments
- Re-architected employer workflows in a seasonal job marketplace (~12K users/year), shifting from auto-enrollment to one-click opt-ins and surfacing listings based on employer activity; **reduced inactive postings by ~30% and improved match success by ~10%**

ANVYL   New York, NY
Product Manager   *Jan. 2022 – Dec. 2022*

- **Built and led Anvyl's largest cross-functional squad** to integrate AI/ML into its core order management platform; owned roadmap, prioritization, and end-to-end delivery with engineering and data science
- Increased recurring usage by 20% on a manufacturing time prediction tool by reducing inference latency and reworking UX; deprioritized XGBoost in favor of simpler models to balance speed, accuracy, and user needs
- Launched a delivery timeline predictor that **reduced ecommerce inventory costs by 30%**, combining production and transit predictions using linear interpolation
- **Built a 90%-adopted shipment tracking feature** that parsed vendor messages and surfaced hover-based carrier status via FedEx, DHL, and UPS APIs; reduced support escalations by ~25%
- Designed and scaled data strategy for an NLP-powered recommendation engine; led external labeling partnership (Innodata) to create ~5,000+ annotated samples and improve model precision

BLOOMBERG   New York, NY
Associate Product Manager   *Aug. 2020 – Jan. 2022*

- Redesigned and relaunched enterprise-facing monitoring tool, enabling proactive support for data workflows and **increasing customer satisfaction scores by 30%**
- Designed and led a QA/UAT program for Bloomberg's enterprise-facing data monitoring platform; improved release quality for both support teams and enterprise clients, reducing production defects from 10% to 2%

WALMART (WALMART.COM/JET.COM)   Hoboken, NJ
Product & Analytics Specialist   *Aug. 2019 – Aug. 2020*

- Led discovery and design of a rollback module **viewed by 20MM+ users/day** to improve sale visibility in search
- Built Python-based inventory forecast tools that cut capacity issues by 2% and improved in-stock by 5%

Senior Supply Chain Analyst   *Aug. 2016 – Aug. 2019*

- Owned and redesigned the core order management system (OMS) used by 100+ associates to **fulfill $50MM+ in inventory across Walmart.com and Jet.com**
- Developed strategic vendor engagement framework that cut order placement time by 60%

DIA ASSOCIATES   Jersey City, NJ
Strategy Consulting Analyst   *Apr. 2014 – Aug. 2016*

- Re-architected 200+ MIS reports for executives to drive KPI tracking and resource planning of 1000s of staff

EDUCATION & SKILLS

COLUMBIA UNIVERSITY   New York, NY
Bachelor of Arts in Physics   *Sep. 2009 – Jun. 2013*

- **Publication:** A Search for Very High-Energy Gamma Rays … [*The Astrophysical Journal, Nov 8, 2016*]
- *Skills*: A/B testing, API design, RAG & embeddings, latency-accuracy tradeoffs, Python, SQL, Unity, Tableau
- *Interests*: scuba diving in 1°C water, skiing under the Matterhorn, classical piano, Kappa Delta Rho (member)