Serena Pang

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Education

University of Waterloo | BASc, Management Engineering, *Computing Option*   **2020 – 2025**
- **Courses:** Human-Computer Interaction, Optimization, Data Structures & Algorithms, Machine Learning

Experience

Product Owner, Bespoke Metrics   *Toronto, ON* | **01/24 –04/24**
- Leveraged cross functional collaboration to develop features & designs for a subcontractor bidding system

Innovation Product Manager, TD   *Toronto, ON* | **05/23 –08/23**
- Led Proof of Concepts in MVP for Virtual Reality and Generative AI projects through implementing critical strategic roadmaps – including identifying use cases, vendor selection, build, success measures, and scaling
- Developed a RAID Log, Jira, and Confluence page to monitor progress on the Enterprise Innovation microsite launch and advise on the Generative AI project timelines
- Engaged with internal clients and vendors to evaluate business use cases and develop risk assessments

DevOps, Loblaw Companies Limited   *Toronto, ON* | **09/22 –12/22**
- Automated environment migration and quality assurance of complete Power Apps using GitLab CI/CD Pipelines on a Debian docker with Power Apps CLI for a time improvement of 89.1%
- Integrated supply chain systems with Robotic Process Automation (RPA) through identifying use cases, process mapping, design thinking, & supporting the agile framework using scrum methodology

Data Analyst, Toyota Motor Manufacturing   *Cambridge, ON* | **01/22 – 04/22**
- Configured Yard Map Visualization System through root cause analysis to provide live location tracking using PostgreSQL, IBM Db2, & QR code scanners for **time savings of $35,900/year**
- Developed PowerBI visualization tool & automatic email notification trigger for delayed vehicles between Quality Control & Sales Line Lifter to **reduce offline inventory by 21%**

Product Analyst, Toyota Motor Manufacturing   *Cambridge, ON* | **05/21 – 08/21**
- Led work breakdown schedule for the launch & continuous development of a web platform expedite tracking andon to South Assembly production systems to **reduce lost parts shipments by 88%**
- Introduced process improvements through redesigning data flow for the vehicle offloading & shipment system and post-production forecasts using Microsoft Power Platforms and Oracle Hyperion

Leadership

Operations Lead, Hack the North   **Feb 2022 – Present**
- Organizer for the **world's largest in-person student hackathon** (8000+ unique applicants & 220 projects)
- Raised **$510,000** to budget & deliver inclusive STEM programming for **1,500+ participants**
- Engaged engineering teams to launch a personalized sponsor portal to execute perks for 41 companies

Projects

- **Cooky:** Hack the North **Voiceflow-backed** app that syncs with Amazon's Alexa to create an interactive, recipe-reading software for hands-off instructional aid *(2020)*
- **Fridgespace: MLH UI/UX feature** from TOHacks built using **Courier** & **React-Native** that identifies dietary restrictions through scanning photos of ingredients lists using **Google Cloud APIs** *(2020)*

Skills

- **Languages:** Java, Python, SQL, HTML/CSS, R Markdown, VBA, PowerQuery
- **Product**: Jira, Lean Manufacturing, Supply Chain, Root Cause Analysis, Scrum, User Stories, Design Thinking
- **Data & Tools:** Git, MySQL, PostgreSQL, R Studio, IBM Db2, Oracle Hyperion, PowerBI
- **Automation:** RPA, Blue Prism, Microsoft Power Platform, Dashboarding, Wireframing, GitLab, Azure DevOps

Interests: Pottery, self-improvement podcasts, volunteering for veterans, travelling (20 countries & counting!)