Contact

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Top Skills

Product Management
Performance Analysis
Microsoft Power BI

Languages

English (Professional Working)

Certifications

SnowPro Associate: Platform
Certification

Ted Dang

Product Analyst | Snowflake · SQL · Python | Optimizing Insights &
Business Operations
Melbourne, Victoria, Australia

Summary

I specialize in transforming complex data into actionable insights
using Snowflake, SQL, and PowerBI. With a background in Product
Management and Support, I bridge the gap between technical
data systems and business operations to drive efficiency and
informed decision-making.My focus is on leveraging the Modern
Data Stack to optimize business processes, automate reporting, and
enhance product stability. I am passionate about utilizing data-driven
strategies to solve operational challenges and contribute to long-
term business growth.Core Tech Stack: Snowflake (SnowPro), SQL,
Python, Power BI, Tableau, Excel.

Experience

Cloak Solutions
1 year 7 months

Product Analyst
February 2025 - Present (1 year 2 months)
Melbourne, VIC

- Translated complex compliance and technical monitoring requirements into
automated rules, using SQL to identify system anomalies and reduce false-
positive alerts by 15%.
- Collaborated with diverse stakeholders to build automated operational
intelligence dashboards that reduced technical incident identification time by
25%.
- Used Python and SQL to find patterns in past workloads and build a tool that
forecasts busy times for better resource planning.

Intern
September 2024 - February 2025 (6 months)
Melbourne, VIC

- Mapped out existing workflows to define how new digital tools should function
and identified specific areas for process improvement.

- Organized user testing sessions and tracked project tasks to ensure all stakeholder expectations were met during development.

Shopee
Product Management Associate
June 2022 - June 2023 (1 year 1 month)
Ho Chi Minh City, Vietnam

- Managed the technical integration of APIs with over 30 logistics partners to resolve warehouse backlogs and improve inventory flow.
- Monitored and resolved Jira tickets for system features and event operations, maintaining a strict resolution window of 3 to 48 hours.
- Achieved a 30% reduction in system downtime during peak sale events by coordinating feature rollouts and performing real-time troubleshooting.
- Built operational dashboards to track logistics efficiency, which contributed to a 20% increase in team performance.
- Analyzed feature usage data using Excel and SQL to identify underperforming tools, leading to a 15% reduction in operational costs.
- Conducted User Acceptance Testing (UAT) to ensure platform stability and wrote technical documentation that improved new staff onboarding speed.

Worldkids International Preschool System
Language Acquisition (ESL) Program Analyst
November 2019 - January 2022 (2 years 3 months)
Ho Chi Minh City, Vietnam

- Conducted market research and gathered stakeholder input for language acquisition product development.
- Analyzed data to understand the market preferences and customer needs in language acquisition.
- Developed training programs for staff to support the successful launch of language acquisition products.
- Collaborated with cross-functional teams for effective product development.
- Ensured quality control in training programs and stayed updated on language acquisition trends.

Education

Swinburne University of Technology
Master's Degree, Information Technology

Benedictine University

Master's Degree, Applied Linguistics

HCMC University of Technology and Education
Bachelor's degree, Teaching English as a Second or Foreign Language/ESL
Language Instructor