Benjamin Dinh

benjamindinh.com | linkedin.com/in/benjaminhdinh | benjaminhdinh@gmail.com | (408) 858-9210

EXPERIENCE

Apple   **Cupertino, CA**
Technical Project Manager, System Intelligence & Machine Learning   *September 2022 - Present*
- Directing data annotation projects to support machine learning models that power 50+ current and prospective features for different operating systems
- Developed robust process workflows and streamlined data pipelines to facilitate collaboration among cross-functional teams, including data collection, data science, QA, external vendors, and R&D engineering teams.
- Led the end-to-end development of an image clustering feature and data pipeline for an internal annotation tool, enabling efficient categorization and organization of large image libraries. The feature yielded 120 clustered libraries with 95% quality to support image clustering models.

UCSF School of Medicine Technology Services   **San Francisco, CA**
Product Manager   *June 2022 - September 2022*
- Spearheaded the development and launch of an automated contract management system at UCSF to enable institution-to-institution affiliation agreements, collaborating closely with doctors, researchers, legal teams,, and partnering institutions.
- Successfully gathered requirements, defined project scope, and led a team of engineers to deliver a system that streamlined agreement creation, negotiation, approval, and monitoring processes. This system reduced contract approval time by 40% and improved compliance via automated notifications for agreement milestones.

UC Davis Facilities Energy & Engineering   **Davis, CA**
Software Engineer & Product Designer   *April 2021 - June 2022*
- Collaborated with 3 product designers and 2 software developers to launch an educational, touchscreen TV dashboard enabling 2000+ visitors to interact with live energy data
- Conducted user interviews and heuristics evaluation to identify reasons for high acquisition and low retention rates in the department's survey platform which assesses users' overall comfort in campus buildings
- Developed data pipelines that served energy and comfort data from 100+ buildings to the front-end

#include at Davis   **Davis, CA**
Growth Lead   *March 2021 - March 2022*
- Spearheaded the organization's rebranding, refined the club structure, and onboarded 40+ cohort members
- Facilitated 5+ quarter-long, client-based projects where cohort members work in teams to research, design, and build web apps for community organizations in the Davis and Sacramento area
- Designed technical, design, and professional development workshops to provide mentorship to members from all experience levels

PROJECTS

Qosqo Maky Shopify Page
Full Stack Development   *Winter 2022*
- Built the landing page for a seasonal product promotion which led to a 200% increase in online sales.
- Collaborated with stakeholders to leverage the best capabilities of Shopify and build custom modules to meet certain business needs.
- Communicated regularly with product designer and product manager in weekly stand-ups to achieve new user flows, refine design systems, and resolve blockers.

EDUCATION

University of California, Davis
B.S. in Computer Science

SKILLS

Research: User Interviews, Usability Testing, A/B Testing, Regression Testing, Affinity Diagrams
Tools: Jira, Trello, Figma, Mural, Google Analytics, Excel, Tableau
Development: Python, HTML/CSS, JavaScript, React.js, Node.js, SQL
Other: Product Strategy, Root Cause Analysis, Agile Project Management, Business Process Management