

# Ryan Do

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## PROFILE

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SJSU MIS grad with a growing focus on product. Six years in e-commerce operations built a foundation on how data, inventory, and business decisions connect. A consulting project for a Bay Area nonprofit added the product side, researching user needs, building interactive prototypes, and presenting to executive stakeholders. Studied abroad in Glasgow and Tokyo, seeing how user needs and expectations shift across cultures and markets. Looking to bring that full range to a product or strategy role.

## WORK EXPERIENCE

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### **E-Commerce Operations**, Contempo Furniture 07/2020 – present | San Jose, CA

- Owned e-commerce operations across a 14,000+ SKU furniture catalog, managing pricing, inventory, and product content across a Shopify storefront.
- Drove nearly 10x year-over-year growth in site traffic by coordinating multiple acquisition channels including Google Ads, organic search, and social, scaling from roughly 4K to 45K active users.
- Monitored multi-channel performance via Google Analytics, growing organic search sessions by 200%+ and achieving a 67% engagement rate from search traffic across 210K+ total annual sessions.

### **Hardware & Technical Support Technician**, BKB Tech 01/2018 – 07/2020 | San Jose, CA

- Handled 150+ service tickets per month at 95% customer satisfaction, identifying workflow bottlenecks and redesigning intake documentation to cut turnaround time by 50%.
- Managed parts inventory across 50+ SKUs, reducing stockouts and maintaining average repair cycle times under 2 days.
- Diagnosed and resolved hardware and software failures across Apple, Samsung, Nintendo, Sony, and Microsoft consumer devices, maintaining consistent service quality across a high-volume repair environment.

### **IT Technician**, EMR CPR 07/2016 – 01/2018 | San Jose, CA

- Standardized field setup processes, cutting workstation configuration time by 28% per unit and enabling faster client onboarding at scale.
- Deployed workstations, servers, networking hardware, and A/V systems across enterprise client installations and office relocations.
- Managed IT asset inventory and resolved hardware, software, networking, and A/V issues across Apple and Windows environments to minimize operational disruption for enterprise clients.

## PROJECT EXPERIENCE

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### **Elders Action Network - Technology Modernization Audit**

- Led website modernization for a nonprofit client, auditing the existing site and benchmarking 6 competitors to identify UX and content gaps.
- Designed 3 interactive Figma prototypes, iterated on stakeholder feedback, and presented to executive leadership, securing sign-off on all deliverables.

### **Rewind - Photo Management & Storage Optimization App**

- Designed and prototyped a SwiftUI iOS app that surfaces photos taken on the same date in prior years, enabling swipe-based keep/delete decisions to help users clear storage without scrolling through their entire camera roll.
- Implemented a pre-deletion backup folder after identifying a trust gap during personal testing, ensuring users could make faster decisions without risking permanent mistakes.

### **Weave - Personal Relationship Management Tool**

- Built a personal relationship management web app to track contacts, communication history, birthdays, and milestones across a 150+ person network, with configurable follow-up reminders.
- Iterated through daily personal use to add a relationship health indicator that surfaces and prioritizes contacts overdue for outreach by time elapsed since last interaction.

## EDUCATION

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### **B.S. in Management Information Systems**, San Jose State University 05/2026 | San Jose, CA

**GPA:** 3.8 | **Honors:** Magna Cum Laude | Beta Gamma Sigma

**Study Abroad:** University of Strathclyde (Glasgow, Scotland) | Sophia University (Tokyo, Japan)

## SKILLS

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**Product:** Agile/Scrum | Roadmapping | Feature Prioritization | Wireframing | Competitive Analysis | Stakeholder Management

**Data & Analytics:** SQL | KPI Tracking | Quantitative Analysis | Relational Database Design | Excel (Pivot Tables, Formulas)

**Technical:** Python | REST APIs | Git | JSON | NoSQL (MongoDB) | Azure Cloud Services | Data Modeling

**Tools & Platforms:** Jira | Figma | Google Analytics | Salesforce | Google Workspace | Microsoft 365 | Shopify