Kevan Loy

Chicago, IL **T** 816.824.2982 **E** kevanloy@me.com LI linkedin.com/in/kevanloy

About Me

I thrive in an environment that is perpetually shifting, somewhere I am constantly being as challenged to learn as I am to guide and teach. I earn trust from teams and customers, which, to me, comes from true collaboration. This type of collaboration is built upon mutual understanding, strong opinions weakly held, resolved conflict and results. I'm as proficient in Nerd Tongue as I am fluent in CEO Speak, and believe that my job is as much storyteller as it is organizational sherpa.

Let's see if we can change the world together.

Selected Experience (Full Details Available on LinkedIn)

Cofounder, Product & Engineering, Leave Labs LLC   March 2018 - Present

Leave is a mobile payment solution for discerning bars and restaurants. Leave allows patrons to open, tip, split and close their tab right from their phone or by leaving an establishment enabling a seamless nightlife experience which is substantially faster and more secure for patrons and establishments.

Leave is currently in private beta at The Hopewell Brewing Company.

Product Owner, Peapod Inc.   June 2017 - Present

Building the Product and Optimization organizations from the ground up with three pillars:

1. Product

   - Find, define and iterate on external and internal customer value propositions through the design, planning and implementation of new features on Peapod's core eCommerce experience.

   - Operate in the trenches daily with developers and designers all while facilitating Scrum ceremonies

   - In partnership with independent researchers, created Peapod's first personas by conducting and analyzing customer research studies.

   - Own eCommerce KPIs analytics, improvement and reporting.

2. Optimization

   - Direct the creation and management of Peapod's CRO program from educating key stakeholders in statistics and A/B testing to the design of experiments, program forecast, analytics and reporting.

3. 3rd Party API integrations

   - Collaborate with Engineering, Legal and Marketing to create an open API program for other technology partners to leverage in their own applications which has generated 1M+ in incremental revenue and nearly 10,000 new users through close to 50 partnerships.

Favorite event: The VP of Engineering confessing that iterative, data driven develop is, in fact, better than planning every detail up front and starting with "pixel perfection."

Senior Project Manager, Bringg Inc.   Jan 2017 - March 2017

Owned project and product management for custom implementations of Bringg's last-mile-logistics SaaS platform with enterprise clients including Panera Bread and DHL.

Favorite event: Spending the majority of my (short) tenure in a foreign country where I didn't speak the language and living out of Google Translate to ensure the client's launch was a success.

Senior Manager of Operations, GrubHub Inc.   Feb 2012 - Dec 2016

Pioneered applications, operational innovations, projects and process improvements that consistently delivered on key ROI goals through Agile and Six Sigma methodologies.

Operations
   - Directed onboarding of 2,000+ new restaurants per month with five teams spanning 47 people—data entry, quality control, photography & videography, supply chain management and custom tablet technical support.

   - Directed two subsidiaries Allmenus & Menupages.

   - Managed a $10M budget.

Product & Engineering
   - Lunch Money—an order analytics tool that leveraged Python, Postgres, ETL jobs and 3rd party APIs to create "hot" leads for Corporate Sales allowing GrubHub to scale the program nationally.

   - Tracker—an hourly employee KPI tracking tool for managers of hourly employees. Supported financial reporting for 115 employees and individual, private dashboards for employees to monitor and track their own performance.

   - Cuisine Taxonomy—an application to guide retagging of 30,000 existing restaurants with over 130 cuisine variants with the end result of training an ML algorithm to automatically tag new restaurants accurately. Called "The best and most sensical breakdown of our cuisine types I've ever seen." Senior Software Engineer.

Favorite event: The thank you notes for challenging and mentoring my former staff as they continue to advance in their careers.

Technical and Soft Skills

- Extensive knowledge of web and server languages (HTML, CSS, JS, Python and PHP)
- Extensive knowledge of Django and Bootstrap frameworks
- Proficient in SQL (MySQL, PostgreSQL), Excel, Sketch, Photoshop
- Agile software development—Scrum, Kanban, Lean
- Cross functional team building
- Executive level communication
- Data driven story telling

Education

- Bachelor of Arts, Philosophy and Economics—Roosevelt University—2010

Certifications

- Certified Scrum Product Owner (Pending)—Lowell Lindstrom, Scrum Alliance—October 2018
- Conversion Rate Optimization & Digital Analytics Certifications—ConversionXL Institute—2017
- Optimizely X Web Expert, Strategy Foundations, Technical Foundations— Optimizely Academy—2017
- Six Sigma Green Belt—DePaul University—2013