

# James Doan

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## EDUCATION

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### San Jose State University

San Jose, CA

B.S. in Business Administration, Management Information Systems | GPA: 3.87/4.0

Expected December 2026

- Relevant Coursework: Project Management, Business Analytics, Statistics, Business Programming, Systems Design, Finance

## EXPERIENCE

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### Technical Program Manager Intern

Palo Alto, CA

Tesla

August 2025 - December 2025

- Owned end-to-end app delivery of 30+ Virtual Power Plant programs from SOW to production, configuring YAML, submitting GitHub PRs, calling APIs, validating in-app content, and documenting in Jira, impacting 100,000+ homes in the program
- Investigated VPP event failures by using SQL joins on event logs and Powerwall device telemetry, confirming non-receipt status
- Served as point of contact for 3 utility partners, managing customer enrollments and tailored requests pertaining app interface
- Analyzed two competitors' app UIs, presenting key UI differentiators to leadership to inform Q1 discussions for app design

### Cloud Product Intern

San Jose, CA

Oracle

June 2025 - August 2025

- Led competitive analysis of Oracle HCM vs. Workday by researching Workday's acquisitions along with comparing UX, new customer integration process, and AI-assisted recruiting features to support PM discussions
- Audited 50+ stale tickets in Jira, validating status with owners to close duplicate/updated tickets and clarify the team's backlog
- Mapped 125+ legacy subscription SKUs to new product hierarchies in Excel, ensuring accurate data migration for the Q2 release
- Built employee performance dashboard via Copilot to track team metrics, identifying bottlenecks and areas for optimizations

### Strategy & Operations Intern

Oakland, CA

Pacific Gas & Electric

June 2024 - August 2024

- Analyzed 2,000+ transformer records from SAP using Excel and Power BI, assessing emergency compatibility and readiness
- Launched MVP of QR-code feature after UAT with field engineers, reducing emergency transformer lookup time by ~75%
- Utilized Lean Six Sigma to redesign a process flow chart, improving emergency mobile transformer deployment efficiency

### Business Analyst Intern

Oakland, CA

U.S. Bank

January 2024 - May 2024

- Performed exploratory data analysis on \$2M+ in transactions, curated insights for 5+ branches with Excel and Tableau visuals
- Spearheaded a project to digitize 300+ archival financial records through SharePoint, reducing record retrieval time by ~70%
- Automated data-cleaning workflows with Power Query, reducing processing time by ~20% and improving reporting efficiency

### Business Owner

Oakland, CA

Oakland Snkrs

July 2018 - August 2021

- Operated a sneaker reselling business during high school, generating \$80,000+ in lifetime revenue and grew to 2,700+ social media followers by optimizing business systems, marketing strategies, and building relationships with other sellers
- Interviewed 25+ customers, refined sales and promotion strategy based on insights, improved cold outreach conversion by 15%
- Set up an AWS Cloud Server and RDP to remotely run time-sensitive sneaker-checkout flows, improving purchasing efficiency

## PROJECTS

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### Meeting Discussion-to-Jira Task AI Workflow | [Link](#) | Dec. 2025 | Python, OpenAI API, Jira API, Gemini Pro, VS Code

- Developed a Python workflow that ingests and transcribes meeting recordings, queries live Jira project data for context, utilizes an AI agent to draft and/or update tasks, and has a human approval layer before executing updates
- Cut manual data entry time by ~95%, enabling near-instant conversion of meeting audio into actionable Jira tasks

### Sales End-to-End Data Pipeline & Analysis | [Link](#) | Oct. 2024 | Microsoft Azure, Microsoft SQL Server, Power BI

- Built ELT flow extracting SQL to Data Lake, refined data via Synapse/Databricks, and linked to Power BI dashboard
- Correlated 15% higher returns in "Touring" bikes with 5+ day shipping delays, pinpointing logistics bottlenecks

## SKILLS

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**Programming & Databases:** SQL, Python, Git/GitHub, Go, Powershell, Microsoft SQL Server, PostgreSQL, Postman API

**Data Analysis Tools:** Power BI, Tableau, Jupyter Notebook, Microsoft Azure, Pandas

**Business Tools:** Microsoft 365 (Excel, PowerPoint, Word), Jira, Confluence, SAP, Google Workspace, Figma, GenAI, Lucidchart