

Andy Ju

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Education

Duke University - Computer Science, Visual Arts

Experience

ClassRanked - Salt Lake City, UT

Mar 2022 - Present

Head of Product (Sep 2024 - Present)

- Owned ClassRanked's enterprise product rollout, onboarding higher-ed institutions representing over 30,000 FTE and managing key stakeholder relations.
- Led strategic redesign of admin user experience, developing a comprehensive product strategy, securing executive buy-in, and organizing cross-functional execution, reducing average customer implementation time by 75%.
- Enhanced product development pipeline, boosting engineering productivity by 38%.
- Implemented user analytics and end-to-end testing, identifying common user friction.

Technical Product Manager (Mar 2022 - Sep 2024)

- Led 0-1 product discovery efforts, conducting 50+ customer interviews, competitive analysis, and pilot-program structure to achieve product-market fit in the higher-ed course evaluation space.
- Oversaw development lifecycle in Jira, leading agile ceremonies and drafting 41 feature specs and creating over 500 tickets.
- Directed UI/UX cycles, facilitating ideation sessions and overseeing the design-to-development handoff process.

Mastercard - Arlington, VA

Aug 2021 - Mar 2022

Software Engineer

- Implemented accessibility features on Mastercard's Smart Data Expense Management mobile app to help achieve WCAG 2.1 compliance.
- Co-led first-place team at the Mastercard Launch Hackathon, delivering an innovative proposal to enhance Operation HOPE's 1 Million Black Businesses initiative.
- Tools: Kotlin, React

Meta (fmr. Facebook) - Menlo Park, CA

May - Aug 2020

Software Engineer Intern

- Improved journal capture accuracy in Meta's general ledger system by 15%.
- Designed and launched an internal tool enabling non-technical teams to query and reprocess ledger journals, reducing engineering workload by several hours weekly.
- Tools: PHP/Hack, React, GraphQL, Mercurial

Community

build4good (an initiative of New America)

Aug 2021 - Present

Co-founder

- Started a nonprofit connecting 30+ organizations with student interns with skills in Salesforce, web development, and UI/UX interested in working in public interest technology.

Skills and Certifications

Certifications: Agile Foundations (LinkedIn)

Technical Skills: Jira, Figma, SQL, Python, React, GraphQL, Excel