

## Contact

linkedin@klopmp.com

www.linkedin.com/in/kennethlo  
(LinkedIn)

klopmp.com (Personal)

medium.klopmp.com (Blog)

www.slideshare.net/kennethlo  
(Portfolio)

## Top Skills

Cloud Computing

Project Management

PMP

## Languages

English (Native or Bilingual)

Chinese (Native or Bilingual)

## Certifications

Project Management Professional  
(PMP)

HubSpot Content Marketing

AWS Certified Cloud Practitioner

Data Science for Executives  
Professional Certificate

## Publications

SharePoint 2013 Unleashed

# Kenneth Lo

A seasoned code-capable technologist with extensive client-facing skills. Specialized in SaaS, CRM, ML and AI. Currently leading a cross-functional team to implement BlackRock/eFront at a leading Fund of Funds.

San Francisco

## Summary

I have 15+ years of experience in delivering technical customer solutions for Software as a Services (SaaS) products. On a daily basis, I communicate cross-functionally and at all levels of an organization.

Using consultative and creative problem solving skills and quantitative analysis, I help customers, from Silicon Valley startups to Fortune 500 companies, transform ideas into action with systems-oriented thinking and intelligent planning.

I have a Master in Computer Science from Johns Hopkins University, Project Management Professional (PMP), and Certified Scrum Master (CSM) credentials.

Areas of expertise:

- Guiding Customers on Product Onboarding and Best Practices
- Cross-Functional and Global Team Management
- Revenue Growth and Sales Leadership
- Data-Driven Program and Project Management
- Full Lifecycle Implementations

---

## Experience

Horsley Bridge Partners

Senior Product Manager

July 2017 - Present (4 years 4 months)

San Francisco

◆ Design and implement eFront (a BlackRock company) business intelligence, analytics, data warehouse and automation for venture capital and fund of funds (FoF) back-office capabilities.

- ◆ Enhance continuously and drive adoption of Backstop CRM for Limited Partners (LP) prospecting and pipeline processes.
- ◆ Manage implementations of SaaS between software vendors and system integration providers.
- ◆ Automate business processes via third party integration, machine learning, artificial intelligence and Python.

## Kattel Labs

Co-Founder

2009 - Present (12 years)

San Francisco

- ◆ Lead a domestic and international cross-functional team (30+ members) to deliver SaaS solutions in AWS and Azure.
- ◆ Develop sales proposals and deliver product demos for potential clients with 80% leading to direct sales.
- ◆ Transform business objectives and drive execution strategies. Maintain 90% on-time and on-budget delivery rate.
- ◆ Manage 40+ accounts and grow enterprise customers, such as UC Berkeley, Roche, Brocade, California Lottery.
- ◆ Drive inbound marketing by publishing customer success case studies and speaking at industry events.

## 8by8

Partnership/Outreach Lead (Pro Bono)

June 2021 - Present (5 months)

San Francisco

8by8, a technology-based StopAsianHate nonprofit looking to cincrease historically low levels of voter registration and turnout in the AAPI community. We are currently developing an app that incentivizes people to invite their AAPI friends to vote, by using social media and offering rewards at local restaurants.

<https://www.youtube.com/watch?v=C8KO9bAFPHg>

## Dotfully

Co-Founder/CTO

2013 - 2015 (2 years)

San Francisco

Dotfully is a shared-economy marketplace (like eBay) where people can buy and sell their unused beauty and fashion products. Using Dotfully's alternative

currency, "Dotfully Points", it is easier (and cheaper) to trade in what you don't want for something you do. Dotfully was acquired in August 2015.

- ◆ Coded and launched online marketplace in 90 days on AWS with 1 front-end developer and 1 UX designer.

Accelerated product fulfillment processes by 70% and increased transactions by 30% with Braintree and Shippo APIs.

- ◆ Curated product roadmap and prioritized feature releases and bug fixes with user research and site analytics.

- ◆ Designed A/B testing, analyzed shopping cart behavioral data to increase signups by 80%, viral invites by 60%, and revenue by 100-150% month-over-month.

### Booz Allen Hamilton

#### Senior Technical Manager

2007 - 2009 (2 years)

McLean, Virginia

- ◆ Revived a data center migration and slashed infrastructure costs by 40% with virtualization within 8 months.

- ◆ Implemented SharePoint system for 250K+ customers to collaborate and share 10+ Terabytes of secured content.

- ◆ Launched internal training program to evangelize new technologies and built attendance to 50+ employees.

### Beaconfire RED

#### Senior Solutions Architect (Contracting)

2006 - 2007 (1 year)

Arlington, Virginia

- ◆ Led cross-functional projects and evangelized scrum and agile project management methodologies.

- ◆ Analyzed user requirements and built ER diagrams, database schemas, and stored procedures.

- ◆ Designed and built web applications in Adobe Flex 2.0, Cold Fusion, and .NET web services.

- ◆ Configured Google search appliances and integrated web services with .NET, Cold Fusion, Flex applications.

- ◆ Slashed response time by 25% by using SQL Profiler to optimize long running SQL queries and stored procedures.

### BearingPoint

## Solutions Architect

2003 - 2006 (3 years)

Washington D.C. Metro Area

- ◆ Automated proposal efforts and standardized sharing processes to save 200 man-hours per week for 80+ partners.
- ◆ Conducted software product research and built proof of concept for large Federal engagements (\$50+MM).
- ◆ Led large-scale full lifecycle implementations of SharePoint and business intelligence applications.

## Synetics for Management Decisions

Senior Technical Lead

1998 - 2003 (5 years)

Arlington, Virginia

- ◆ Led a team of 5 programmers/analysts to implement CRM, CMS, and e-commerce systems.
- ◆ Built object-oriented n-tier web systems in C#, and ASP.NET, SQL Server 2000, and Oracle 9i.
- ◆ Recruited, trained and mentored junior technical staff.
- ◆ Developed census surveys, GIS applications, enterprise knowledge management systems, and intranets.
- ◆ Initiated configuration management with Visual SourceSafe and reduced development costs by 20%.

## KPMG US

Business Analyst

1997 - 1998 (1 year)

Arlington, Virginia

- ◆ Supported 200-person department. Administered NT, Novell, Lotus Domino servers, and Windows desktops.
- ◆ Developed online help materials that reduced ticket volume by 46% within 3 months.
- ◆ Developed intranets and knowledge management systems using HTML, Visual Basic and JavaScript.
- ◆ Improved response time and customer satisfaction by 60% within 6 months.

---

## Education

The Johns Hopkins University

Master, Computer Science

University of Virginia

Bachelor, Psychology

Free Code Camp

Full Stack Web Development Certification, Computer Software  
Engineering · (2017 - 2018)