

GRACE LIU

STRATEGY & OPERATIONS ANALYST

CONTACT

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🏠 Seattle, WA

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SUMMARY

Strategy and operations analyst with 2 years at a fast-growing e-commerce software company, supporting the COO's planning team. Builds SQL queries, Excel models and Tableau dashboards for pricing, market sizing and KPI reporting, and turns findings into short PowerPoint recommendations with strong attention to detail.

SKILLS

- Excel
- SQL
- Tableau
- Financial Modeling
- Market Sizing
- KPI Reporting
- Google Sheets
- PowerPoint
- Attention to Detail
- Communication

EDUCATION

Bachelor of Science

06/2024

University of Washington

Seattle, WA

Economics

EXPERIENCE

Strategy & Operations Analyst

07/2024 - Present

Pinewood Commerce

Seattle, WA

Strategy and operations team of 5 at a 350-person e-commerce software company.

- Build Excel and SQL models for **4** pricing and packaging tests, one of which raised average contract value 9% in 2025.
- Maintain Tableau KPI dashboards on revenue, churn and support costs that 30 leaders review in the weekly business review.
- Estimate the size of 3 new vertical markets with public data and customer records, feeding a \$2M expansion decision by the leadership team.
- Produce board pre-read slides in PowerPoint each quarter, checking every number against the finance team's close files.

Business Analyst Intern

06/2023 - 09/2023

Rainier Health Partners

Seattle, WA

Summer internship with the operations team of a 9-clinic primary care group.

- Analyzed 18 months of clinic scheduling data in Excel and found 12% of appointment slots lost to late cancellations.
- Built a SQL query library of 25 standard reports that the operations team still runs every Monday morning.
- Presented a waitlist proposal to 6 clinic directors, which was later piloted at 2 of the 9 clinics.
- Cleaned and merged 3 patient visit data sources in Google Sheets so the team could compare clinics on one page.