

ELI STRAUS

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EDUCATION

2025 - Present	KELLOGG SCHOOL OF MANAGEMENT MCCORMICK SCHOOL OF ENGINEERING NORTHWESTERN UNIVERSITY <i>Candidate for Joint Degree: MBA, Artificial Intelligence, March 2027</i> • Merit Scholarship Recipient • Leadership: President, Jewish Business Association; VP Careers, AI Club • Independent Study (Innovare): Engineered automated AI tooling via n8n and Google Slides API to synthesize school data into "State of the School" decks for Chicago Public Schools board and parent meetings	Evanston, IL
2016 - 2019	UNIVERSITY OF MICHIGAN <i>BSE, Industrial and Operations Engineering, magna cum laude</i> • Internships: L'Oréal USA, Supply Chain Management; Waldorf Astoria, General Management • Project Manager and Senior Adviser, MECC Consulting Club (Growth Strategy, Logistics, Marketing Projects)	Ann Arbor, MI

EXPERIENCE

Summer 2026	UBER <i>Program Manager MBA Intern</i> • Synthesized 15 rider and executive assistant interviews into a segmentation framework across 4 premium travel contexts, establishing the customer profile and support expectations for the 1100-trip NY/NJ Elite pilot • Clustered 6,000+ Uber Black support tickets using Python text embeddings and validated clusters against a hand-coded sample, uncovering 4 contact drivers misclassified by legacy tag taxonomy in over 10% of cases • Benchmarked Core Uber, Uber Elite, and Blacklane across 7 service levers, prioritizing proactive support, tiered SLAs, and agent specialization to define the future-state support model, driving CSAT from 4.60 to 4.80 • Designed the target-state concierge model for post-close Blacklane integration, scoping 4 day-one disruption types and dependencies across 7 Product and Ops teams; presented to the Global Head of Mobility	New York, NY
2023 - 2025	ERNST & YOUNG LLP <i>Senior Technology Consultant - AI Strategy, 2024 - 2025</i> • Partnered with Senior VPs to define product initiatives and translate findings from 17 AI use cases into 3-year roadmap, guiding \$80M investment in predictive maintenance, defect detection, supply chain optimization • Established AI intake and prioritization process for an automotive client by standardizing templates, introducing a scoring rubric, and setting weekly reviews, cutting decision latency 60% from 5 to 2 weeks • Collaborated with private-equity deal teams and engineers to develop an AI-powered strategy for automating financial due diligence, reducing review cycles by 17% and boosting proposal win rates 20% year-over-year <i>Senior Technology Consultant - Product & Delivery, 2023 - 2024</i> • Directed end-to-end delivery of global drug forecasting platform, leading a 20-person Agile Scrum team and owned scope, backlog, wireframes, and user stories; launched in 70+ countries and supports \$28B+ in revenue • Integrated advanced models and indication types into a drug forecasting product by reworking architecture and adding pricing by country, boosting accuracy 40% and expanding coverage to 1.4B additional patients	New York, NY
2021 - 2023	ERNST & YOUNG LLP <i>Staff Technology Consultant - Data & Platform Analysis</i> • Conducted healthcare provider claims analytics to identify \$30M+ in overpayments, securing C-suite sponsorship to scale fraud detection initiatives and reduce revenue leakage by 23%. • Implemented a predictive scorecard for a state health department by modeling 12 years of behavioral health data with SQL and Python, adapting insights into a roadmap for government investment decisions. • Created and launched automated COVID-19 dashboards tracking case counts, testing rates, and hospital capacity, enabling leadership to allocate resources in real time and saving 10+ analyst hours weekly	Chicago, IL

ADDITIONAL DATA

- Skills: AI/ML (RAG, GenAI, Responsible AI, prompt evaluation), Agent tooling (Claude Code, MCP), Analytics (Python, SQL), Platforms (Databricks, Snowflake), Visualization (Tableau, Power BI), JIRA, Confluence
- Gap Year (2020): Studied at Yeshiva Aish HaTorah; worked in food service at Bagelers Coffeehouse, Chicago
- Interests: Skiing, Baking, Thrifting, Chicago Sports, Planning Neighborhood Food Crawls

October 15, 2026