

# Youying (Jodie) Zhou

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## EDUCATION

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**Seattle University, Seattle, WA**

*Expected: June 2021*

Degree: Master of Science in Business Analytics, Dean's List 2020, Albers Wilson Scholarship, GPA: 3.9/4.0

**Donghua University, Shanghai, China**

2017

Degree: Bachelor of Management in E-commerce

## WORK EXPERIENCE

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**GotScored.com, Seattle, WA**

Sep 2020 – Mar 2021

*Business Analyst Intern*

- Designed and implemented an email automation system using JavaScript, REST, and OAuth 2 to reduce the email bounce rate by 90% through the addition of an email verification step
- Enhanced explanatory analysis on user behavior data using NoSQL and Python to detect 85% of irregularities in common activities including user registration
- Delivered 30+ actionable insights to the leadership team by gathering and analyzing real-time data in Google Analytics
- Performed data analysis, sanitization and integration using Python and pandas to create 20+ Tableau dashboards and track the success of transactional emails through performance metrics
- Predicted the trend in click-through rate and conversions with 90% accuracy performing time series analysis

*Advanced Skills:* Python, Business Intelligence, ETL, Databases, Advanced SQL, Tableau, Root Cause Analysis

**Symbior Solar, Remote work**

Apr 2020 – Sep 2020

*Data Engineer Intern*

- Spearheaded a team of 3 to design and implement an automated data retrieval system parsing data from Excel/PDF files to AWS and Python which resulted in 90% reduction in the data input time
- Created and maintained 20+ interactive dashboards using MySQL and bubble.io to display key metrics for 8 countries which are used by key stakeholders
- Wrote complex SQL queries using DDL and triggered them using AWS Lambda to automatically update project statuses on a recurring basis to ensure that users view the most up-to-date data
- Validated 100+ datasets to improve data quality by 40% and built a data cleansing process to handle data quality issues
- Developed an internal website to support senior managers with project status updates

*Advanced Skills:* Python, SQL, MySQL, Data Pipelines, AWS, Lambda, bubble.io, Data Engineering

**Tesla Motors, Shanghai, China**

Mar 2017 – Jun 2018

*Delivery Advisor*

- Delivered 300+ vehicles with a 96% customer satisfaction rate by effectively managing multiple pipelines in parallel and coordinating across various departments to promptly address delivery issues
- Established strong relationships with 200+ customers and resolved conflicts using communication skills
- Created 10+ customized Salesforce dashboards to monitor key performance and customer experience metrics

*Advanced Skills:* Communication, Customer experience, Account Management, Negotiation, Salesforce

## PROJECTS

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**Machine Learning Modeling for King County Prosecuting Attorney Office (Pandas, Scikit-learn)**

Sep 2020 – Nov 2020

- Conducted data cleaning, transformation and explanatory analysis of 30K+ data points using Pandas, scikit-learn
- Built 100+ machine learning models using logistic regression, decision trees, neural networks, and Python to identify the determinant reasons behind defendant failure to appear and time to disposition

**Quantium Virtual Experience Program Participant (Python)**

Dec 2020 – Dec 2020

- Conducted analysis and segmentation on a dataset of 27K+ client transactions to identify consumer buying habits
- Built well-defined metrics to select trial vs. control stores and identify the effectiveness of trial layout using t-test
- Presented visualized results, callouts and recommendations using the Pyramid Principles framework and Python

## TECH SKILLS

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Programming:	Python (NumPy & SciPy, Pandas, Matplotlib, Scikit-learn, Seaborn), R, JavaScript, REST, VBA
Data Engineering:	ETL, Data Extraction, Manipulation, Database management, MySQL, PostgreSQL, Spark, AWS
Machine Learning:	Supervised (classification, regression), Unsupervised (clustering, dimensionality reduction etc.)
Statistical Inference:	A/B Testing, Hypothesis testing, Probability, Confidence intervals, Correlation, Regression
Business Intelligence:	Project Management Professionals (since 2018), Tableau, Power BI, Salesforce, Google Analytics