

Teng Ye

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SUMMARY

Experience in quality and process improvement, using data to drive business decisions, and managing cross-functional teams within the US and overseas. I want to pivot towards a more technical role within data analytics as data analytics plays to my strengths of problem solving, extracting useful information from a variety of data sources, and data driven decisions. I decided to attend Nashville Software School to expand upon my data skills and pursue a data or business analytics position leveraging SQL, Python, PowerBI, and Tableau.

SKILLS

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| • SQL (PostgreSQL) | • Excel | • Power BI |
| • Python | • Tableau | |

EXPERIENCE

Nashville Software School

Jan 2021 – Present

Nashville Software School is a premier coding school that provides courses in web development, data analytics, data science, and UI & UX design.

Data Analytics Apprentice

- [Low Income & Elderly Assistance Project](#) (Excel): Using a dataset that contained tax return statistics for all 50 states, our group identified the demographics of who needed assistance for tax preparation. We used pivot tables, chart visualizations, and dashboards created in Excel to demonstrate our findings. I contributed 2 bar graphs that compared the elderly population who used tax prep assistance to the average percentage across the US.
- [App Store Project](#) (PostgreSQL): In a hypothetical situation, we are approached by a marketing group who wants us to suggest the top 10 apps from the Apple App Store and the Google Play Store. We used 2 separate datasets for the respective stores to narrow down the top 10 based on price, genre, and content rating. We queried the dataset using SQL(PostgreSQL) and imported that data into Excel to create visualizations. I contributed the analysis focused on genre. I cleaned and joined both tables, in order to narrow down which genres had the best return on investment.
- [Olympic Dashboard](#) (Tableau): Retrieved a dataset from Kaggle for Olympic data ranging from 1896-2016, I created a visualization in Tableau for the medal counts of each country. There is a fierce rivalry between the US and Russia. In December 2020, Russia was given a 2-year ban from the Olympics. They will still send their athletes to compete but under the name of “ROC” (Russian Olympic Committee) and their athletes will be considered neutral. Any medals they win in this upcoming Olympic will not count for Russia.
- [Nashville Covid Data Analysis](#) (Python): A group project that looked at Covid cases and vaccination rates, along with demographics such as age, income, and ethnicity. My contribution was plotting out government mandates and restrictions and their effects on the covid cases. There was a clear correlation in a spike in cases when there was reopening and a reduction in cases when there were restrictions such as mask mandates and lockdowns. I also plotted a graph that showed Covid cases against the average temperature for the respective day. While the temperature may not be directly correlated, it is likely to have affected people's behaviors. When it's colder, people tend to be indoors and closer together; while during warmer weather, people are generally outdoors and are further apart.

Willis Towers Watson

Aug 2016 – Present

Willis Towers Watson is a global advisory, broking and solutions company that helps clients around the world turn risk into a path for growth.

- **Process Improvement via Data Analysis (Excel)**
 - Analyzing data from our proprietary account systems to improve the team's Service Level Agreements (SLA), our quality, and productivity. Our goal is to meet the turn around time of 4 hours on our SLAs, our quality at 95%+, and our productivity at 95%+.
 - Ensuring that the team's capabilities meet incoming workload, using forecasting reports and team skill matrices.
- **Quality Improvement**
 - Planning ways to reduce opportunities for error. Streamlining accounts so that our processors can quickly turn around requests with minimum errors. We streamlined our accounts by reducing the variations of coverages that can go onto a certificate.
 - Our team's quality rating has increased from 90% to 95% over the course of 2020.
- **People Manager**
 - Managing and coordinating our team across 3 regions. The US, India, and the Philippines. My team consisted of 30 employees across those 3 regions.
 - Ensure each member is meeting their goals through monthly 1 on 1 meetings. I provided support to my team members so they could excel in their role.

- **Act as a liaison and point of contact for our clients and our field office team.**
 - Communicating with our field office team on key projects statuses and our performance to meet client's needs.
 - Proactively plan for possible issues that will arise.
 - Build relationships with clients and the office team to meet overall expectations.
- **Coordinate between all regions (Mumbai, Manila, US) to ensure all team members meet expectations. Our expectations for our service level agreements were to turn around a request within 4 hours and our quality metric of 95%.**
 - Conduct training for members with knowledge deficiencies.
 - Hold daily meetings and huddles to review daily plans.
 - Coordinate with other teams to ensure we have enough capacity to meet the workload.
 - Update skill matrixes to ensure team members have the correct skill level to meet the workload.
 - Work with the Quality Analyst to identify issues and solutions – for individuals, accounts, or the team to ensure the team target is met.

- **Provided customer service for client managers and clients and issued certificates of insurance forms and auto identification cards. Maintained productivity and quality at 95%+**
- **Operating in-house insurance account management systems and extracted the data to create visualizations in Excel. Using these visualizations to present to managers and stakeholders to improve processes and reduce opportunities for error. These reports helped drive decisions to streamline accounts, use electronic distribution rather and physical mail, and reduced our error rate.**

EDUCATION

Nashville Software School: Data Analyst Bootcamp – **Expected Graduation June 2021**

University of Tennessee at Knoxville: Bachelor of Business Administration, Finance Major