

Ting-Yu (Arina) Chen

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EDUCATION

W. P. Carey School of Business at Arizona State University – GPA 4.0/4.0	Aug. 2024 – Dec. 2025
Master of Science in Business Analytics (MSBA) – Supply Chain Management	Tempe, AZ
Chang Gung University – GPA 3.62/4.0	Sep. 2019 – Jun. 2023
Major: Bachelor of Science in Information Management	Taoyuan, Taiwan
Double Major: Bachelor of Science in Industrial and Business Management	
University of New York in Prague	Feb. 2023 – Jun. 2023
Exchange Student: Bachelor of Business Administration	Prague, Czech Republic

PROFESSIONAL EXPERIENCE

Business Intelligence Consultant	Nov. 2024 – Current
W. P. Carey School of Business Career Services Center	Tempe, AZ
<ul style="list-style-type: none">Collaborated with clients to analyze engagement data for 1,027 master’s students and 21,893 undergraduates using Python (Pandas, NumPy, Matplotlib, Seaborn). Delivered actionable insights on recruitment trends across 20+ countries, enabling data-driven strategies that achieved 100% of KPI goals.Partnered with stakeholders to optimize the Handshake platform by cleaning and integrating international student & alumni datasets. Improved job opportunity visibility for end-users by increasing data accuracy and accessibility by 30%, driving user satisfaction.Designed interactive Tableau dashboards for 23,000+ data points, with bar charts, maps, and heatmaps, to present insights effectively. Reduced decision-making time for career coaches by 80% through intuitive visualizations tailored to their needs.	
Data Analyst Intern – Customer Insights & Optimization	Sep. 2022 – Dec. 2022
Build Up Booster	Taipei, Taiwan
<ul style="list-style-type: none">Utilized R to design and implement classification models that predicted customer purchasing behavior, leading to a 90% improvement in user engagement by optimizing interactions and conducting A/B testing on performance metrics to validate model effectiveness.Analyzed product insights and transitioned the product to the Notion platform, streamlining workflows and reducing operational costs by 80%, which contributed to a 17% increase in new business opportunities.Conducted thorough analysis to develop detailed system workflows and project documentation, ensuring that data-driven insights aligned with business goals, resulting in the successful implementation of strategic initiatives.	
Supply Chain Data Analyst intern	Jun. 2022 – Aug. 2022
Formosa Plastics Corporation	Taipei, Taiwan
<ul style="list-style-type: none">Conducted a comprehensive analysis of the DRAM market and Nanya Technology operations using Power BI and Excel (Solver, VLOOKUP, What-If Analysis) to create interactive reports, achieving a 100% adoption rate and improving decision-making efficiency by 30%.Utilized ARIMA models to analyze 3 years of sales data, forecasting trends and identifying high-potential markets, resulting in a 12% increase in market penetration.Delivered regular progress reports to business leaders, ensuring timely project delivery and alignment with strategic goals.	

PROJECT EXPERIENCE

Data Engineer(Information Application)	Aug. 2021 – Dec. 2022
<ul style="list-style-type: none">Engineered a Python-based question-answering system using the BERT model for natural language processing, achieving 75% accuracy and significantly enhancing document review efficiency by 87.5%.Optimized SQL queries in a medical literature platform, reducing data retrieval latency by 40% and delivering actionable insights to 1,000+ users.Developed and maintained an automated ETL pipeline to integrate over 1,000 medical research papers, ensuring seamless data synchronization with hospital HIS systems and improving workflow efficiency.	

SKILLS & ACTIVITIES

Languages: Mandarin (native), English
Certificate: Google Data Analytics Certificate
Technical Skills: Python (Pandas, NumPy, Matplotlib, Seaborn), R (Classification Models), SQL, Power BI, Tableau, ARIMA, BERT, Excel (Solver, VLOOKUP, What-If Analysis), Data Integration & ETL, Microsoft Office, Notion, Asana, HTML, CSS
Soft Skills: Client Collaboration, Data Visualization & Reporting, Problem-Solving, Attention to Detail, Time Management, Effective Communication, Business Strategy Alignment.