

# Yiyang(Eric) Zhou

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## EDUCATION

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**Robert H. Smith School of Business, University of Maryland, College Park, MD**

**Master of Science in Information System**

GPA:3.38

December 2017

**Carlson School of Management, University of Minnesota, Twin Cities, MN**

**Bachelor of Science, Double Major in Accounting and Finance, Minor: Insurance**

2015

- Cumulative GPA: 3.53/4.00
- 150 credits by B.S. Graduation. Dean's List

## EXPERIENCE

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**Wells Fargo Home Mortgage**

**Loan Servicing Specialist,** Minneapolis, MN

July 2015- May 2016

- Reviewed bank notes, mortgage, loan modification documents and transaction history; Settled more than 10 cases per day in average to save more than 200 homes per month by avoiding foreclosure
- Analyzed settlement process and proposed improvement plans in monthly meetings; Implemented 8 changes in checklist spreadsheet, increasing settlement efficiency by 12%
- Obtained customer information and updated system records using various tools such as MSP and notary websites; Processed more than 70 scrubs per day; Communicated with other departments to ensure information accuracy

**Volunteer Tax Assistance Program**

**Tax Preparer,** Minneapolis, MN

January 2015-April 2015

- Collaborated with tax professionals in 5-day tax preparer training to attain tax return knowledge for both residents and non-residents; Attained license of Tax Preparer Certificate from IRS
- Communicated with more than 100 non-resident students; explained tax return process to clients; prepared more than 120 tax documents and got approximately \$5,000 dollars returned for 2014 tax season

**U finance**

**Audit Team,** Minneapolis, MN

October 2013-April 2015

- Led a team of 3 to conduct audits of financial statement and vendor invoice for 5 different university student organizations; Reviewed and vouched 200+ statement transactions to customer invoices and receipts
- Collaborated with 5 student organization treasurers to retrieve transaction information, and trace transactions to organizations' general ledger by using excel model; Reconciled balance sheet and income statement of over \$6,000

## ADDITIONAL INFORMATION

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**Big Data Project, Data Analyst**

January 2017 – February 2017

- Conducted sentiment analysis on 3000+ movie dataset using Twitter API; Wrote HTML script to develop 4 linked front-end web page demonstration; Explored NLTK python packages to run text mining 1000+ movie comments

**Data Mining Project, Data Analyst**

January 2017- February 2017

- Cooperated with 4 team members to research customers' characteristics for bank marketing strategy; Built logistic regression model to run predictive analysis; Cross validated model and achieved model accuracy of 76%

**Database Management Project, Team Lead**

November 2016- December 2016

- Led a team of 4 to provide information system consulting to 3 clients on integrated information of universities; Cleaned, scrubbed 6 data sheet of raw data and built back-end database for customized solution

**Business Association of Multicultural Students, Supply Chain Team Member**

August 2012-August 2013

- Cooperated with 20 BAM members to host Angel Benefit Concert Charity event; Designed logistic processes for Concert events; Raised fund of \$14,000 for Habitat in Humanity in Minneapolis

## ADDITIONAL INFORMATION

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**Languages:** Native speaker in Mandarin and Cantonese; English;

**Technical Skills:** Proficient in MS Office Suite; Python; R; Tableau; SQL; Data Mining; HTML; SDLC