

ASHLEY ZHAO

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PROFILE & SUMMARY OF STRENGTHS

Computer science graduate and current IBM full-time information developer for IBM Cloud Data and AI. Passionate about exploring new technology, leading design projects, and managing different project roles.

- **Bachelor's Degree in Computing.** in many literary courses in university, wrote university essays and was set member of writing club.
- **MIT certificate for Machine Learning.** Won National Student 3rd Prize for English magazine in 2015. Familiar with popular blogging tools such as WordPress.
- **3 years of professional information developer** experience in IBM Cloud Data and AI and other companies, covering various products such as Db2 and Watson Studio.
 - Proficient with content design tools such as Microsoft Word, Excel, PowerPoint, InkScape, Camtasia, InVision.
- **Continuously worked in a developer** environment, such as product installation with Docker, or writing scripts for fast data cleanup and efficient workflow automation.
 - **Bilingualism.** Native fluency of Mandarin. Command usage of French.
- **Good team player/leader with excellent communication skills**, worked well with many teams of considerable size between 10-20. **Lead tech workshops** for IBM CASCON, WeaveSphere and STEM for girls.
 - **Innovative and self-driven.** Led a team to work on an audio widget that uses Large-Language Models to answer user questions and
 - Enthusiastic work attitude.
 - Perseveres in challenge and pressure.
- **Great at linguistics and writing**, participated

KEY SKILLS

- **Computing:** Java, Python, C, C++, Haskell, Prolog, SQL, Teradata, HTML / XML / CSS / PHP / Markdown, JavaScript, Ruby, Turing, Octave, Action Script, Perl, Spring Batch
- **Computing Courses:** Computer Algorithms, Data Structures, Web Development and Design, Theory of Encryption Methods, Logic for Computer Science, System-level Programming, Data Architecture, Machine Learning
- **English:** Global Development, Human Organizing Behaviour (Commerce), Gender Studies, Art History
- **Technologies:** Erwin, Microsoft Word, Excel, Adobe Illustrator/Photoshop CS5
- **Environment / Coding Tools:** Windows, iOS, Linux / Unix, GitHub, Microsoft VS, Oxygen, Eclipse, IDLE, Octave

EDUCATION

- Queen's University, Bachelor of Computing, 2016-2019
- Unionville High School, 2012-2015
- Coledale Public School, 2009-2011
- Wismer Public School, 2003-2008

EXPERIENCE

IBM

Canada

Full-time

07/2019-present

Project: Watson Studio Content Team for IBM Cloud Data and AI

Team size: around 20 main members

The team creates and updates documentation for Watson Studio related platforms and services, and design additional content such as tutorials, videos.

Main Responsibilities:

- **Launched and owns core documentation** for IBM Watson Cloud services. **An installation focal** for several services.
- Proficiently used **Markdown, HTML, XML, Microsoft VS, GitHub / ZenHub, Jeckyll**, to write and build documentation.
- Very comfortable with fixing coding issues or working in a developer environment, such as issues for Jupyter Python notebook samples, installation errors, setting up systems for customer end-to-end experience, especially on a Mac / Linux environment.
- Developed several different coding applications including:
 - An **audio widget** that uses **Large Language Models** to provide content insights and answers to potential customer questions. Also provides text-to-speech service, parsing HTML and converting it to audio. Worked on client research, analysis, POC, demo.
 - Built a **visual dashboard** from scratch that displays live content metrics drawn from Google Analytics 360 that is presented to stakeholders for observations of content trends and areas for improvement. Implemented dashboard onto an internally hosted site.
 - Used a **single line of code** to filter data in Python.
 - An interactive newsletter that uses a chart API to present visually up-to-date data and metrics.
- Demonstrated leadership in several projects, such as driving the design team for Cloud service platform MCMP customer solution POC, led and facilitated demos as an "AI ContentOps" squad leader.
- **Hosted a CASCION and online workshop** using Watson Natural Language Understanding API to analyze text sentiments. Demonstrated organization, communication, and leadership skills.
- Proficient with various toolkits. Created **diagrams and helper images** for documentation using Inkscape. Familiar with video creation of product tutorials, including **scripting, capturing and editing clips** using **Camtasia**.

IBM

Canada

Internship

05/2017-08/2018

Project: Db2 Content Design

Team size: 7

The team fixes Db2 doc defects, design additional content such as videos, updates documentation.

Main Responsibilities:

- **Delegate defect tasks** to team members
- Wrote and coded on **documentation** for three different products: Db2 (database), Informix (spatial data), and IBM Data Science Experience (data science analytic) using XML and Python. **Reviewed, edited and published** KCF documents in HTML. Worked on 2000+ files in total and documents were shipped in production
- Organized team meetings, shared meeting minutes and was always **punctual**.
- **Designed videos for product overview content** using video editing software.

Anhui Merchant Bank

China

Internship

05/2016-09/2016

Project: Back-end Maintenance

Team size: 10 (with consultant developers)

The main goal of this project is to maintain back-end system of the bank. The bank was updating their back-end system to a newer version.

Main Responsibilities:

- Worked as PM's assistance. **Scheduled meetings**, shared meeting minutes, translated Teradata's Bank Model Handbook and kept **updating Requirement document**
- **Performed physical implementation** of 1000+ sparse tables by SQL in Teradata's space for the new system. The tables are released and shipped in the new system.
- **Engineered diagrams** of new company graphical model through Erwin. Documents were released and kept for technical reference.
- **Generated excel sheets** on table relationships of the old-system. Documents were released and kept for technical reference.
- **Wrote a Python code** for a crawler that could download text content of websites quickly.

Markham City Hall

Canada

Advertisements Translator

10/2013-01/2016

Project: Translate and document all online taxi advertisements

The goal of this project is to research, analyze and collect advertisements related to taxi and driving schools, translate them and organize relevant data into database for legal analysis.

Responsibilities:

- **Independently researched** 500+ of taxi and driving school advertisements from Chinese to English from 10 different websites.
- **Translated** all ad information from Chinese to English, including the ad's service description, contact info, and source of advertisement.
- **Lauded on time management, self-efficiency, organization, and researching skills.** Supervisor stated no other translator has so efficiently found/translated this many advertisement in short time.

EXTRA CURRICULARS

Cascon Workshop (2019-2020)

Co-hosted a workshop for IBM Cascon of a tutorial of calling an IBM service to analyze data and visualize the results.

Stem for Girls Camp (2020)

Assisted in a 4-day camp for girls to get an introductory hands-on experience with design thinking, Python coding, and web development.

IBM Jumpstart (2020)

Worked with team of 6-7 people under a tech consultant and design lead to create a visual dashboard concerning IBM COVID impact metrics.

IBM Patent Circle (2020)

Working with team of 5 people to come up with an innovative IBM patent idea regarding automation of code pull requests for less DevOps work.

IBM Blue Hackathon (2017)

Worked in a team of 5 to design a web application that tackles a social and environmental issue within 36 hours. Resulted app includes finding nearest people to commute to reduce traffic and a social app that allows you to connect with and share actions that are environmentally friendly, such as conserving water.

Future Blue (2017)

Weekly meeting attendance, discussed and organized social events for IBM interns to participate, socialize and network.

Creative Writing Club (2015-2017)

Weekly attendance, contributed to spontaneous short writing pieces and reading them aloud before the club. Volunteered for the yearly bake sales, helped bake cake and attended at tables. Organized meetings with published authors.

Math Club (2015-2017)

Weekly attendance, solved given mathematical problems for each duration such as probability of an

unfair die landing on number x in teams of 4-5.

Senior Activities Camp (2013)

Worked at the front desk for a Senior Activities Camp, guided participants to have fun in activities such as word guessing games, and distributed prizes at the end.

AWARDS AND HONOURS

- Best Director's Award (2015) for high achievements in high school
- Esther Wheatley Award (2015) for self-improvement and perseverance in high school
- *Polar Expressions* Magazine - National Student 2015 Writing Award

Github: <https://github.com/AshleyZhao>

LinkedIn: <https://www.linkedin.com/in/ashley-zhao-a99117110/>

REFERENCES AVAILABLE UPON REQUEST

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Letter of Reference from Anhui Merchant Bank (2016)

LETTER OF REFERENCE

To whom it may concern;

This is a letter of reference for Ashley ZHAO.

Ashley has been working for the Huishang Bank as an intern for roughly four months in the software development division. In this time, she has shown eagerness and enthusiasm for assigned tasks and was willing to work with different members of the team. She was punctual, and consistently strove to go beyond her abilities to ensure her tasks were completed with efficiency and accuracy.

As a freshman she was quick to grasp new concepts and also quick to apply them to her daily work. While the software development division was expanding our management system, despite having little practical experience with system models she was assigned to create a visual model of the updated version. She completed the task well, being able to handle modeling software, analyze database, and label graphical relationships so that the system was presented in a visually plain but professional manner. Other tasks she has done included constructing/filing databases in our system, creating sparse tables and Microsoft excel graphs of database structure. She is organized and analytic.

Ashley has also been able to bring in secondary skills such as her bilingualism. She assisted in documentation by translating the SQL handbook into mandarin. The three sections that she worked on involved many high-level vocabulary in corporate management, but she excelled in her work and translated the files unerringly. She has made many valuable contributions to filing maintenance.

During the time she worked here she made a good impression on the software team, being very polite, willing to communicate and possessed professional work ethics. We believe she is trained for research and development or analytic departments. We recommend her as a valuable work or intern candidate.


General manager of software development division

Huishang Bank