

## EDUCATION

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<b>University of Texas at Austin</b>	Bachelor of Business Administration, Management Information Systems Certificate: Elements of Computer Science	<b>May 2027</b>
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## EXPERIENCE

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<b>University of Texas at San Antonio – Bold Careers Data Intern;</b> Remote	<b>August 2025 – December 2025</b>
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- Trained and evaluated 3 classification models on 10,000+ candidate records; chose random forest based on precision-recall tradeoff for this use case
- Validated model predictions against real placement outcomes and communicated limitations and edge cases to non-technical stakeholders to set realistic expectations and guide adoption

<b>University of Texas System – Client Analyst Associate;</b> Austin, Texas	<b>May 2025 - Present</b>
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- Analyzed 300+ monthly support tickets to identify recurring pain points in technical setup; categorized issues by severity and frequency to inform self-service portal improvements and process automation opportunities
- Resolved 80+ technical tickets/month; consistently delivered over 27% of team's total volume across workspace setup, hardware inventory, and cross-org incident response

<b>Bobo Co-Living Made Simple – Product Analytics Intern;</b> Austin, TX	<b>September 2024- December 2024</b>
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- Identified that new users struggled with blank-slate onboarding; partnered with design to prototype 25 scenario-based templates (household tasks, shared finances, fitness routines) in Figma to reduce time-to-value and increase activation
- Designed and ran A/B test with 60/40 split across 200+ new users to validate template impact on engagement; templates drove 30% higher task creation and 25% lift in monthly active users
- Synthesized experiment results and user feedback into feature recommendations, helping prioritize the template expansion roadmap based on usage and support trends

## PROJECTS

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<b>OTIS Help Desk Training Optimization Project - Client;</b> University of Texas System	<b>August 2025</b>
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- Analyzed 17,000+ historical support tickets to identify onboarding knowledge gaps, finding that ~40% of escalations stemmed from five recurring, poorly documented issue types
- Proposed a centralized, data-informed onboarding framework adopted by management as a reference for future training improvements
- Stack: SQL, Excel, Cherwell, PowerBI

<b>Watch Us Go- Client;</b> Non-Profit	<b>December 2025</b>
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- Scoped and built an MVP e-commerce platform to explore real-world product and technical tradeoffs, defining core user and admin flows across browsing, checkout, and inventory management
- Integrated AI chatbot using Azure OpenAI to handle product recommendations and customer inquiries; reduced manual support overhead and improved user guidance during checkout
- Stack: PostgreSQL, Express, React, Node.js, Azure AI deployment

## LEADERSHIP EXPERIENCE & ACTIVITIES

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<b>Texas Product Catalyst – Logistics Lead</b>	<b>January 2024 – May 2025</b>
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- Owned operational infrastructure for 50+ member student product org; evaluated vendor options and cost tradeoffs for domain hosting and event tools, reducing ops costs 50% while maintaining team functionality
- Led 4–5 person team through quarterly planning and resource allocation

<b>Asian Business Student Association – Active Member</b>	<b>Fall 2023 – Fall 2024</b>
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## SKILLS AND ADDITIONAL INFORMATION

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**Product:** A/B testing, funnel analysis, metrics design, user research, product scoping

**Technical:** Technical: SQL, Python, data modeling, REST APIs, JavaScript, React, Node.js

**Honors:** University Honors (2023), Snowflake Data Warehousing Workshop (2025)

**Work Eligibility:** Eligible to work in the U.S. with no restrictions