Wanting Echo Zhao

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Deaf data science and design professional with experience spanning research, business operations, accessibility initiatives, and visual strategy across technology and academic environments. Experienced in translating complex information into clear insights through data analysis, structured research, and narrative design. Currently pursuing a Master's degree in Data Science at Monash University Malaysia, with a strong interest in inclusive systems, organizational research, and cross-cultural communication.

WORK EXPERIENCE

Clearwater
Research & Strategy Intern
Jul 2025

- Led research on DEI visibility, gender equity practices, and employer branding strategies across 18 global competitors (Big Four, mid-tier, boutique).
- Evaluated certification pathways (IIP, Good Work Standard, Best Companies) and produced actionable recommendations for improving external DEI storytelling.
- Authored a 30-page research handbook and delivered a 30-minute executive presentation outlining strategic pathways for inclusive employer branding.
- Synthesized qualitative and quantitative insights into a structured framework usable by HR, People & Culture, and leadership teams.

China Education Symposium at Harvard University
Design Director
Nov 2024 - Nov 2025

- Directed design strategy for a global education symposium, creating inclusive visual content and communication materials for diverse audiences.
- Direct cross-cultural design teams to produce inclusive, accessible digital and print materials.
- Developed storytelling-based presentations and handbooks, integrating user-centered design principles to enhance audience engagement.
- Collaborate with speakers, researchers, and organizers to ensure clarity, accessibility, and consistency across all outputs.

Apple Inc.
Operations Specialist | Business Expert | Specialist
Shenzhen, China | Oct 2021 – Apr 2024

Operations Specialist
- Led cross-functional operations projects improving efficiency and business process integration across retail and back-office teams.
- Supported data-driven decision-making by collecting, analyzing, and reporting operational metrics to drive actionable insights.
- Coordinated high-stakes business deliveries, including a 22-device launch-day fulfillment praised for accuracy and speed.

Business Expert
- Drove ¥420,653 in revenue through strategic customer engagement and data-driven communication.
- Conducted a rapid audit of 428 retail businesses, identifying new sales opportunities and supporting market expansion.
- Organized a month-long business development initiative for 150 staff, increasing qualified leads by 30%.

Specialist
- Delivered patient, accessible product guidance for diverse customers, contributing to high CSAT scores.
- Supported newcomer onboarding and modeled customer-centric communication.

Diversity & Accessibility (DNA) Ambassador (Volunteer Role))

- Co-led Diversity & Accessibility sessions for regional teams, promoting inclusive customer experiences.
- Educated staff on communication strategies for Deaf and diverse customers, strengthening service confidence.
- Contributed to internal initiatives fostering belonging, empathy, and accessibility awareness.cation strategies for Deaf and diverse customers, strengthening service confidence.

EDUCATION

Master of Data Science
Monash University Malaysia

Expected Graduation: July 2027

Bachelor in Statistics
Huaqiao University, China

Sep 2016 – Jul 2021

PROJECTS

Personal Website & Digital Tools

- Designed and developed a personal website to showcase analytical writing, research interests, and professional work.
- Built a web-based image tool exploring usability, independent experimentation, and accessibility considerations.

Analytical Writing & Reseach (Medium & Independent Work)

- Published essays and analysis on technology, organizations, accessibility, and personal reflection, emphasizing structured thinking and narrative clarity.

SKILLS

- Data Analysis & Visualization (Python, R, SQL – as applicable)
- Research & Analytical Writing
- Project & Stakeholder Coordination
- Digital Design & Storytelling
- Accessibility & Inclusive Design
- Cross-cultural Communication

LANGUAGES

- Chinese (Native)
- English (Professional Working Proficiency)