

# SYLVIA ZITONG LI

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## SUMMARY

Recent graduate with a B.S. in Industrial Engineering and a minor in Business. Over a year of experience in web-based system testing and data analysis in the healthcare and pharmaceutical sector. Looking to leverage my academic background and expertise to help enhance operational efficiencies and strategic decision-making.

## SKILLS

Technical: Python, Java, SQL, R, C/C++, GitHub, Visual Studio Code, Mini tab, LaTeX, Matlab, Docker, AppSmith, Microsoft Office, Visio

Soft Skills: Time Management, Attention to Details, Collaboration, Effective Communication, Problem Solving, Quick Adopter

Certificates: Lean Six Sigma White Belt Certification, Project Management Essentials Certified, Agile Requirements Foundations

## EDUCATION

### University of Toronto, Applied Science and Engineering

Industrial Engineering, Minor in Business Management

Sep. 2019 – Jun. 2024, Toronto

**Course:** Integrated System Design, Operations Research, Reliability and Maintainability Engineering, Design and Analysis of Information Systems, Systems Modelling and Simulation, Resource and Production Modelling, Markets and Competitive Strategy, Engineering Entrepreneurship

## PROFESSIONAL EXPERIENCE

### Ministry of Health and Long-Term Care

System Testing and Automation Analyst

May 2022 – Apr. 2023, Toronto

- Developed 80+ new test cases using Java and Selenium, ensuring comprehensive coverage and accuracy of automated test cases
- Identified and resolved testing issues and updated code and test data in GitHub repository
- Maintained a 98% accuracy in paper claims reconciliation by identifying and resolving 10+ bugs via retesting
- Optimized data updates by reducing processing time from 2 hours to 3 minutes using Python scripts, boosting team efficiency by 30%

### Tasly Pharmaceutical Group Co., LTD

Business Data Analyst

Jul. 2021 – Aug. 2021, Tianjin, China

- Synthesized datasets for 10+ projects to meet project specifications and enhance data management accuracy
- Customized business reports via a BI platform, optimizing workflow efficiency by 30% with data cleaning/pipelining with JavaScript and SQL
- Collaborated with 5+ stakeholders to create flexible reporting solutions that met diverse business objectives
- Developed commercial sales reports for 20+ SKUs, analyzing completion rates to inform decision-making
- Leverage various reporting systems modules and settings to meet diverse objectives, ensuring accuracy and clarity in data presentation

## PROJECT EXPERIENCE

### Humber River Health, Capstone Project

Project Industrial Engineer, Logistics Department

Sep. 2023 – Apr. 2024, Toronto

- Generated process flow chart, identified and addressed 10+ supply chain deficiencies, optimizing the Just-In-Time system and receiving process
- Led root cause analysis using Fishbone Diagrams, driving solutions that increased efficiency by 80%
- Collaborated with 3 external providers to design sustainable strategies, reducing turnaround times and operational costs

### Web Application Development

Web Developer, University of Toronto Course Project

Sep. 2023 – Dec. 2024, Toronto

- Developed a consumer information web application using Java, AppSmith and Docker, analyzing user habits and enhancing user engagement
- Contributed to both backend and frontend system design, utilizing REST API endpoints for 50+ CRUD operations, managing the database and optimizing HTTP requests handling. Designed a user-friendly UX/UI using JSON files, increasing accessibility for users
- Compiled a list of 15+ functional and non-functional requirements using a weighted decision matrix to ensuring alignment with project goals
- Created 10+ UML diagrams (use case, class, state chart, sequence and activity diagrams) to visualize the system architecture and workflow, facilitating better team collaboration throughout the design and implementation process

### Power Bank Rental Service in North America

Start-up Team member, University of Toronto Course Project

Jan. 2024 – Apr. 2024, Toronto

- Identified market white space in GTA. Through Porter's Five-Forces Model, assessed external industry competition and applied SWOT analysis to define internal strategies
- Drove user growth by identifying niche market segments and unique features through industry reports, market trends and user data analysis
- Expected to acquire 5,000 customers who are identified as explorers and experience seekers via customer segmentation based on demographic, behavioural and psychographic data
- Identified product improvement opportunities by conducting competitor research and a brand differentiation study. Drafted a report and reviewed with the product team to refine product strategies