

# Cao (Henry) Zhang

[henry.hzc418@gmail.com](mailto:henry.hzc418@gmail.com)

(+1) 519-701-1804

Toronto, ON, Canada

M5G 1P7

## Professional Profile

Emerging Business Analyst. Mediator for technology and business teams. Strategic thinker. Business efficiency facilitator. Proficient in blending IT acumen with business insights to identify opportunities. Crafting solutions that help organizations achieve their desired goals.

## Education

Master of Information Candidate  
Information System & Design  
The University of Toronto

expected 2025, Toronto

Bachelor of Science in Software Engineering  
The University of Western Ontario

2023, London

## Honors & Awards

Full Stack Developer Certificate  
Western Scholarship of Excellence Recipient

2021

2019

## Projects & Activities

**Anna Library System Analysis & Process Innovation**, Toronto

Fall 2023

Business System Analysis and Process Innovation

- Analyzed Anna's library patron loan service process and challenges.
- Created BPMN and DFD models to identify causes of library issues.
- Proposed process improvements and enhanced the experiences of both library staff and patrons.

**Sorting Algorithms Playground**, London

Spring 2022

Full Stack Web Development

- Researched K12 students' programming learning challenges.
- Developed an interactive gamified website to support K12 students' learning of sorting algorithms.

## Work Experience

**Software Development Lead**

Groups, Remote

2022, 2023

- Developed roadmaps, capacity plans, long-term integration goals for systems and software.
- Brainstormed, conceptualized, documented business and technology frameworks and

models.

- Performed gap analysis, build business flows of current and future state for resulting solutions.
- Facilitated user sessions and group meetings.
- Worked in fast paced agile setting with major stakeholders to understand, gather, document requirements.

### **Software Engineering Researcher**

The University of Western Ontario, Canada

Summer 2022

- Researched bridge seismic activity IOT monitoring studies and methodologies.
- Communicated effectively with the professor, PHD assistant and engineering team.
- Designed and developed an iOS bridge health monitoring APP with excellent performance.
- Constructed remote real-time IOT monitoring data transmission system.

### **Web App Development Intern**

Long Yang Industry, China

Summer 2021

- Monitored customer feedback from the digital channel to improve customer experience.
- Refined company website UX and responsiveness.
- Developed a performance tracking report for team's project portfolio.

## **Professional Skills**

- |              |                         |                           |
|--------------|-------------------------|---------------------------|
| • BPMN       | • MS Office             | • Agile development       |
| • DFD        | • Jira                  | • SDLC cycle              |
| • UML        | • GitHub                | • Technical documentation |
| • SQL        | • Docker                | • Presentation creativity |
| • Python     | • Kubernetes            | • Video filming & editing |
| • Java       | • Firebase              | • Empathy & negotiation   |
| • JavaScript | • MATLAB                | • Teamwork efficiency     |
|              | • Google Cloud Platform | • Deadline management     |
|              |                         | • Mandarin (native)       |