Tony Jinchao Duan

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Career Objective

Data-driven Strategy & Analytics professional with a proven track record at eBay, EY, and HSBC. Expert in transforming complex datasets into actionable business intelligence and create predictive models to achieve business goal. Specializing in AI-driven Analytic skills and interactive data tools. Seeking to leverage deep domain expertise in data operations and modern AI engineering to drive scalable business growth.

Technical skill

AI/ML: Agentic Workflows, RAG, LLM Integration(Skills/MCP), YOLO.

Data Science: Python (Pandas, Plotly, Scikit-learn), R (Tidyverse, GGplot2, Tidymodels).

Data Engineering: SQL (Advanced Querying & Schema Design), Streamlit (Web App Development), Shiny, Quarto.

Microsoft Tools: Excel (VBA/Modeling), PowerPoint, Word.

Employment History

eBay, Business management, Analytics Specialist 2018-2021,Analytics Manager 2021-2023

Strategic Operations: Managed shipping performance for the Greater China seller network, ensuring alignment with global logistics standards.

Business Intelligence: Designed and deployed comprehensive seller dashboards to monitor real-time performance, significantly reducing shipping delays by identifying supply chain bottlenecks.

Policy Development: Authored and implemented regional seller policies that balanced marketplace integrity with sustainable seller growth.

Ernst&Young , Performance Improvement Consulting, Senior Analytics Consultant 2014-2017

Banking Sector: Standardized reporting frameworks for a leading Chinese commercial bank, enhancing data transparency for executive stakeholders. Developed Customer Value Forecast and Segmentation models, enabling targeted CRM strategies and increasing high-value client retention.

Insurance Sector: Designed a customer product-mix recommendation engine for a top-tier insurance provider. Developed anti-fraud modeling systems for one of the largest life insurance companies in China.

HSBC, Consumer Credit Risk, Decision Analytics Officer 2012–2013

Developed analytical solutions to manage credit risk across the Asia-Pacific region. Built credit scorecards and optimized strategies for diverse portfolios, including credit cards and home loans, for one of the largest international banks in the region.

Education Background

2009 - 2012 Bachelor of Commerce (with GPA 3.1/4.0)

Macquarie University, Sydney, Australia

Major in Decision science

Advanced methodologies for strategic decision-making in corporate environments. This program bridges business management and data science, utilizing statistical modeling, forecasting, and risk management to address complex problems across Finance, Marketing, and HR. Developed a robust toolkit for evidence-based leadership and effective problem-solving in high-pressure business scenarios.

Honors and Awards

EY ExCEED Award 2014

The Ernst&Young ExCEED Award is for extra effort, exceeding expectations and recognizing those who have gone that extra mile to serve their clients.

Language

English(Professional Proficiency), Mandarin(Native), Cantonese(Native)