Hengchuan ZHAO

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Professional Summary

Data Analyst with extensive experience in leveraging data to drive business insights and decisions. Proficient in SQL, Python, and Power BI, with a strong background in statistical analysis, data manipulation, and stakeholder engagement. Adept at identifying growth opportunities and delivering innovative solutions in diverse and dynamic environments. Committed to making a positive impact through data-driven storytelling and problem-solving..

SKILLS

Languages: Java, Python (Pandas, NumPy, Matplotlib, Seaborn), SQL(MySQL, HiveSQL, SQL Server), R

Data Visualisation Tools: Power BI, Looker Studio, Matplotlib, Seaborn, Canva, ArcGIS for Power BI

Machine Learning: Scikit-learn, TensorFlow, Supervised and Semi-supervised models, Topic Modeling

Big Data Tools & Platforms: Hadoop, Spark, Flink, MongoDB, AWS (S3, Redshift)

WORK EXPERIENCE

Sep 2023 – now

Intern&Volunteer Information Officer - Data Analysis Team: Infoxchange, Adelaide, South Australia, Australia

- Updated and maintained community services data for Kangaroo Island, ensuring accuracy and accessibility.
- Created data visualisations and geographic maps using ArcGIS in Power BI, enhancing stakeholder understanding of service availability.
- Automated data processing workflows using Google Analytics 4 Data API, reducing manual workload and improving efficiency.
- Collaborated with cross-functional teams to present data insights, contributing to research and community service strategies.

Achievements:

- Reduced manual data processing time by 20% through automation.
- Delivered key insights that informed local government decisions on community service allocations.

Jul 2019 - Dec 2022

Data Analyst: China Merchants Bank, Chengdu, Sichuan, CHINA

- Managed payroll customer data and provided technical solutions to optimize customer management processes
- Established data governance and data asset management, and successfully planned, constructed, and maintained the data platform and associated applications
- Wrote and maintained program code to meet system requirements, design specifications, and quality standards
- Conducted demand analysis, detailed design, coding implementation, online deployment, and project reviews for various application systems, ensuring progress and product quality
- Established data governance and constructed scalable data platforms using Hive and Spark.
- Delivered technical solutions for customer management, process optimization, and application system development.
- Created real-time dashboards and business intelligence tools, driving data-driven decisions across teams.

Achievements:

· Increased the customer gold card promotion rate by 5% compared to previous years through the Payroll Customer Management project.

· Conducted high-quality technical training for over 30 business colleagues.

EDUCATION

University of Adelaide (UoA)	Adelaide, Australia
Master of Data Science	Jan 2023 - Dec 2024
University of Electronic Science and Technology of China (UESTC)	Chengdu, China
Master of Computer Science	Sep 2016 - Jul 2019
University of Electronic Science and Technology of China (UESTC)	Chengdu, China
Bachelor of Information Security	Sep 2012 - Jul 2016

MAIN PROJECTS

Research Project: Adverse Events in Stress Urinary Incontinence Mesh Surgeries

- Designed and implemented a comprehensive data pipeline, including data cleaning, preprocessing, and analysis from FDA dataset.
- Conducted exploratory data analysis (EDA) and topic modeling to uncover key themes in medical text data.
- Built a semi-supervised learning model to classify symptom severity, achieving high accuracy.
- Developed an interactive chatbot to assist with patient data exploration.

Council Data Analysis and Visualisation

- Extracted council data of Kangaroo Island from Google Analytics 4 and processed it using Excel and Python, adding latitude and longitude for geospatial insights.
- Extended the Data Analytics Team project report on SAcommunity listed services in the Kangaroo Island council area by incorporating an ArcGIS for Power BI map visualisation.
- Developed an interactive Power BI dashboard showcasing a four-year data comparison and detailed mapping, providing new geospatial insights into service distribution.
- Designed visuals using Canva to effectively communicate findings to stakeholders.

Payroll Customer Management System

- Developed a system using Springboot+SpringCloud+React+Echarts+Hive
- Implemented real-time information push for qualified enterprises and customers, creating business billboards and enterprise portraits
- Visualised payroll business data and enabled batch referrals of payroll customers

Operation Business Data Tracking system

- Implemented a system using CDP+PySpark+Flink.
- Monitored corporate account changes and foreign exchange transfers, providing timely notifications to tellers to prevent business timeouts