

YUHONG LIU

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PROFILE

Dedicated analytical professional with 3+ years of experiences in Business Intelligence and Project Management who is determined to develop a career in Data Analytics and Business Intelligence

KEY SKILLS

SQL, MySQL, Teradata	ETL using Python	Linux PowerShell	Project Management
SAS Enterprise Guide	Excel Macro VBA	Lean Six Sigma	HTML, Web design
MicroStrategy V.I.	Java, Python, OOP	R, Minitab, MATLAB	Optimization Algorithm

EDUCATION

2014 ~ 2016

Master of Engineering - Industrial Engineering

University of Toronto

2009 ~ 2014

Bachelor of Applied Science - Industrial Engineering

University of Toronto

Dean's Honor List - Fall & Winter 2014

2007 ~ 2011

Honor Bachelor of Science - Actuarial Science and Statistics

University of Toronto

EXPERIENCE

Bell Canada

(Subscriber & Performance Analytics)

Business Intelligence Analyst

June 2014 – Present

- Accomplished a full rotation in Bell Canada's technical call centre and retail stores, AHT < 1000s
- Provided Ad-hoc and automated SAS EG reporting for Sales and Marketing VP to C-level executives
- Generated SQL & SAS code examples and documented Metadata for sales and marketing analysts
- Automated reports using self-served MicroStrategy dashboards and SAS EG
- Managed Enterprise-Level data integration projects multiple stakeholders and \$250K+ budget
- Created scripted UAT cases and QA process for IT project deliveries
- Translated business requirements into efficient subscriber and performance BI reports
- Conducted trainings for MicroStrategy Self-Serve Dashboards for more than 200 internal clients
- Implemented new task tracking process for agile project management using self designed VBA tools

Release Operation and Project Management Intern

May 2012 – April 2014

- Facilitated more than 43 software releases and legal clearances of IBM Rational AM products
- Acted as a focal point for Rational AM products under IBM Clearing House Initiative and reduced total of more than 200 data integrity issues within 3 month period
- Set up legal schedules for products, hosted legal scan demo session and helped to train team members about IBM software release legal process after sudden departure of legal expert
- Participated in defect projection and established goals for 37 products owned by 2 division VPs
- Responsible for weekly APAR (defect) & RFE (require for enhancement) tracking and reporting
- Created an automated end-to-end solution to optimize RFE data pulling and informing process

Computer Resource Centre Administrator

August 2011 – December 2011

- Expressed excellent interpersonal skills and ability to work with diverse populations
- Provided a supportive attitude and assisted average of 15 members per day
- Maintained computer resource centre's hardware and installation of software

TRAINING & CERTIFICATE

Green Belt Certificate in Lean Manufacturing and Six Sigma

November 2013

SAS Programming I & II, Statistical Analysis I, Intro to Macro

September 2014

MicroStrategy – Advanced Reporting, Project Design Essential, Advance Project Design

October 2014

SOA/CAS/CIA Exam of Actuarial Probability

March 2009

SOA/CAS/CIA Exam Financial Mathematics for Actuaries

August 2009

Deloitte accelerated Business course in Project, Change and Risk management

October 2010

PROJECTS & THESIS

Capstone Project - City of Toronto Speed Limit Map Application

- Created a web map application based on an extension of University of Sherbrook's city speed limit heuristic model to validate the accuracy and safety of Toronto's speed limit

Thesis - Study of inventory and pricing management policy for stochastic and seasonal demand

- Analyzed existing inventory optimization models, pricing strategies, as well as dynamic programming algorithms for potential application in estimating goods with seasonal demand

Thesis - Application of SLA & MIP optimal inventory rebalancing route for Bike Sharing

- Proposed a bike station inventory rebalancing model based on service level requirement bounds, mixed integer programming and travelling salesmen problem model with sample case studies

PUBLICATION

Integrated Solution for Timely Delivery of Customer Change Requests
Vehicle routing optimization by multiple-dynamic saving algorithm

IJUNESST Vol. 7, No. 2

JIEM Vol. 7, No. 2

LANGUAGES

English (fluent), Mandarin (mother tongue), Cantonese (listening)

Able to Relocate & Travel Extensively • Available for Full-Time & Contract Assignments