

Minzhi (Chloe) Huang

Canadian PR Application in Progress

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PROFILE:

Data Analyst with over **3 years of experience** across finance, healthcare, and education, leveraging expertise in AI, quantitative analytics, text analytics, and data storytelling to deliver actionable business insights with teamwork.

SKILLS:

Languages/Tools: SQL (**window functions**, CTEs, subqueries), Python (**3+ years:** Pandas, NumPy, Scikit-learn, Matplotlib, Seaborn), R (**4+ years:** ggplot2, dplyr, caret), **Looker**, BigQuery, **Power BI**, and GitHub.

Analytical Skills: Exploratory Data Analysis, A/B Testing, Causal Inference, Customer Analytics (Segmentation, Profiling, RFM, Decile Analysis), Comparative & Trend Analysis, Deep-dive Analytics, **DAX**, and **Data Modeling**.

EXPERIENCE:

Data Analyst (AI Engineering, Python, SQL), Deepcoin, Richmond, BC

06/2024 - 08/2025

Data-Driven Strategies:

- Designed and implemented AI agent workflow optimization strategies through analysis of **50K+ customer service conversations**, **customer behavior workflows** (withdrawal, deposit, trading), and internal API documents, achieving **~30% reduction** in customer query processing time. [link](#)
- Achieved **~32% reduction** in individual agent peak **workloads** through **resource allocation optimization** via data visualization, including real-time heatmaps and workload distribution analysis.

Dashboard & Pipeline Automation:

- Built a **Power BI customer service dashboard** with **40+ key performance metrics** through cross-team collaboration, serving **~30 stakeholders** weekly and lifting CSAT/NPS by **~10%** via **ETL pipeline**.
- Developed and deployed a **production AI-driven crypto news summarization pipeline** that automatically processed 50+ unstructured crypto articles into neat, insightful daily morning and evening briefings.

Data & Statistical Analyses:

- Conducted **A/B testing** experiments using reproducible workflows to validate the feature's effectiveness.
- Built a trading market analytics framework integrating modules like profit-loss tracking, trend analysis, and user behavior correlation, delivering insights for strategy optimization across multiple trading pairs.

Data Management & Analyst (SAS), Center for Heart Lung Innovation, Vancouver, BC

01/2023 - 08/2023

- Conducted population attributable risk analysis to quantify the impact of 10 risk factors on chronic obstructive pulmonary disease in Canada using **Bayesian** hierarchical modeling; presented findings at HLI seminar series.

Research Assistant (R), Simon Fraser University, Burnaby, BC

05/2022 - 08/2022

- Conducted Bayesian analysis for stellar evolution, applying **Bayesian** MCMC to infer key stellar parameters for white dwarfs, incorporating error simulations and validating results with diagnostics.

Data Analyst (R), Surrey Schools, Surrey, BC

09/2021 - 05/2022

- Conducted statistical analyses across three major district-led projects with **5,300+ participants**, employing multiple analytical approaches including **repeated-measures ANOVA**, **Wilcoxon tests**, **correlation analyses**, **regression modeling**, and qualitative coding. [link](#)

EDUCATION:

Master of Data Science (A)

The University of British Columbia

06/2024 Graduated

Vancouver, BC

Bachelor of Science in Statistics with Co-op Program

Simon Fraser University

08/2023 Graduated

Burnaby, BC