

Minzhi (Chloe) Huang

Canadian PR Application via BC PNP - Federal Processing Stage

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Language:

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

SKILLS:

Languages/Tools: SQL (**2+ years: window functions, CTEs**), Python (**3+ years: Pandas, NumPy, scikit-learn, PyTorch**), R (**4+ years: ggplot2, dplyr, caret**), **PowerBI** (Filled maps, dynamic cross-filtering, **Project ongoing**).

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 Modelling**.

EXPERIENCE:

Data Analyst/AI Engineer (Python, SQL), Deepcoin, Richmond, BC 06/2024 - 08/2025

- Designed and implemented AI agent workflow optimization strategies through **analysis of 50K+ customer service conversations, customer behaviour** 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.
- Built a 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**. [link](#)
- 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.
- 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 behaviour 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 modelling**; 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 modelling**, and qualitative coding. [link](#)

EDUCATION:

Master of Data Science (Average Grade: A) 06/2024 Graduated

The University of British Columbia

Vancouver, BC

Courses: Databases and Data Retrieval (DDL, DML, MQL), Cloud Computing, Data Visualization.

Bachelor of Science in Statistics with Co-op Program

08/2023 Graduated

Simon Fraser University

Burnaby, BC

Courses: Database Systems (Relational Model, Database Design), Learning from Big Data, Machine Learning.