

NAICHUAN ZHANG

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EDUCATION

University of Michigan

Computer Science Engineering
Degree expected in May 2019 (Currently Senior)
GPA: 3.6 / 4.0

Ann Arbor, MI
2017 – present

Boston University

Major: BA in Computer Science
GPA: 3.6 / 4.0

Boston, MA
2014–2016

WORK EXPERIENCE

Software Engineering Intern at ServiceNow

06/2018 – 08/2018, Santa Clara

- Conducted market research, competitive landscape research and designed a SaaS Customer Success product based on user pain points.
- Designed a scalable schema for B2B Customer Success product. (MySQL)
- Developed event-driven Customer Success automation services, including product modeling, customer journey tracking, playbook planning, health score calculation and churn prediction. (JavaScript, ServiceNow Platform)
- Used selenium to write test automation. (Java, Selenium)

Product Development Intern at Statisfy

05/2016 – 08/2016, Boston

- Designed and built the new quiz service for Statisfy web application (full-stack) using Ruby on Rails, constructed database model using SQLite, and implemented front-end development using HTML/CSS, JavaScript.
- Maintained Statisfy Rails web application, fixed glitches and UI logic based on user feedback.
- Participated in team brainstorming, Content Marking and Growth Hacking.

University of Michigan Transfer Student Leader

08/2017 – present, Ann Arbor

- Led 210+ transfer students through summer orientation to ensure a smooth transition into college.
- Organized and facilitated events for new transfer students to prepare them for the new semester.

ACADEMIC RESEARCH

SOCR (Statistics Online Computational Resource) Analytical Toolbox

01/2018 – present, Ann Arbor

- A scalable web platform for in-browser applications for interactive data analysis and visualization.
- Developing the SVM module for the SOCRAT using Angular 1.5 (coffee script/jade) and D³.

SKILLS

- Languages: C++, Java, Python, JavaScript, C and SQL
- Frameworks: Angular, React, Django, Flask, Ruby on Rails, Electron framework, Amazon Alexa Skill

RELEVANT COURSEWORK

- Data Structures and Algorithms, Computer Security, Machine Learning, Web Systems

HACKATHON PROJECTS & AWARDS

iGem (International Genetically Engineered Machine) best software project

2017.11, Boston

- Led the full-stack development for ProtoCat 4.0, a Django web application that can be used in university or corporation labs to solve reproducibility challenges.

Every Bit Counts - Mhacks Project

2017.9, Ann Arbor

- Built a virtual platform for cryptocurrency trading with Flask
- Implemented a gamification system (user, leaderboard) and a game system (buy, sell, query)