JIABEI (Phoenix) PAN

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EDUCATION

Master of Science in Information Technology, Carnegie Mellon University, Adelaide   2015 -
Academics: GPA: 3.8/4.3
Honors and Awards: *Dean's List (2015-2016); Merit Scholarship 50% Tuition*
Bachelor of Arts in International Business, University of Indianapolis, Indiana, US   2012 - 2014
Academics: GPA: 3.9/4.0
Honors and Awards: *Dean's List (2012-2014)*; *Graduated summa cum laude; First Class Scholarship*

SKILLS

Language: Java, Python, JavaScript, HTML, CSS
Database: Oracle Database, MySQL, HBase, MongoDB
Operation System: Linux, Microsoft Windows
Tools: Eclipse, PyCharm, Android Studio, Amazon Web Service, Microsoft Azure, Git

EXPERIENCE

Mitsubishi Electrics, Researcher Intern, Japan   2016 – 2016
- Conducted market demand researches for an incoming healthcare device in Asia Pacific and North America regions
- Completed product documentation to guide the development of the app that will be implemented on the device
- Developed the prototype of a mobile app using Android Studio, which has been displayed by the research team during their presentation to the company board

Carnegie Mellon University, Cloud Computing Projects, Australia   2016 – 2016
- Designed and implemented a RESTful web service for Twitter data analysis. Data was parsed through a MapReduce process and put into servers behind a load balancer. This project was developed on Amazon Web Services. Java, Python, Hadoop, HBase, MySQL.
- Built on cloud a dummy Facebook which safely processes 25,000 concurrent user requests per second and costs less than $0.5/hour. Implemented login, user portfolio, friendships, and timeline, using different database (MySQL, HBase, and MongoDB) for a better performance.
- Performed MapReduce tasks for text analysis purpose on large-scale dataset with Java and AWS EMR
- Designed intelligent distribution strategies for load balancer and auto scaling group to improve computing resource utilization and budget control

Menusifu Inc., Assistant Product Manager, New York   2014 – 2015
- Designed data collection modules and UIs for company products, including three applications based on iOS and other two on HTML5, which were used in more than 500 businesses
- Investigated and surveyed 300 clients, recognized 500 effective bugs and demands, proposed corresponding solutions, and raised customer satisfaction rate from 77% to 92% within two months
- Established marketing strategy based on user research, data analysis, and competitor analysis. Increased monthly sales by 53% to more than $100,000 during my tenure
- Coordinated customer support representatives (CSRs) and IT department by introducing an internal ticket system, allowing CSRs to track resolved issues or issue new tickets to developers

Universal Processing LLC, Merchant Consultant, New York   2014 - 2014
- Resolved more than 200 requests and explored five new clients, whose monthly transactions exceeded $80,000.
- Detected a business scam against one client and avoided $8,000 loss through data analysis and legal action
- Brought online a new internal information management system to replace paper-and-pencil, avoiding multiple contacts on the same customer and easing the sales follow-ups, which boosted working efficiency