QIONGLIN (TRACY) DAI

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EDUCATION

M.S. Information Technology and Management   **Sep 2014 - Dec 2019**
The University of Texas at Dallas, Dallas, TX   GPA 3.94
M.S. Finance   **Sep 2011 - Aug 2013**
University of Denver, Denver, CO   GPA 3.67
B.S. Thermal Energy and Power Engineering   **Sep 2007 - Jun 2011**
Central South University, Changsha, China   GPA 3.31

INDUSTRY EXPERIENCE

Software Development Engineer, Amazon Web Services, Seattle, WA   **Aug 2020 – Present**
- Design CodeDeploy support to new Auto Scaling Warm Pool feature, and implement the changes
- Create VPC endpoint support service for CodeDeploy in multiple regions, by creating materials like new service account, IAM role, Odin material and load balancer from LPT package. Route inject load balancers and create VPC endpoint via PrivateLInk. Create dashboards and alarms to monitor service health.

Sr Data Analyst, Real Time Resolutions Inc., Dallas, TX   **Dec 2014 – Jul 2020**
Project: Data Visualization and Machine Learning Models
- Designed call strategy optimization model on Anaconda platform by analyzing 10 million call detail records ("CDR") per month on mortgage and consumer loans. This predictive model saved 25% of operation efforts by optimizing dialing strategy and filtering out borrowers' bad phones
- Designed consumer loan portfolio performance dashboard template for different stakeholder and clients. The dashboard implemented a new parameter from feature engineering process, which shows different trends from mortgage and has been used as KPI for performance review and workforce planning.
Project: Data Warehouse for Analytics and Machine Learning Platform Design
- Structured warehouse migration project from Microsoft SQL Server system to Redshift platform using SSIS packages, Apache Airflow pipeline solutions and S3 data lake
- Restructured dialing system SQL Server database architecture to improve data integrity from more than 20 structured and unstructured (NoSQL) inputs, which simplified control process of consumer communication regulation requirements
Project: Python front-end and back-end development
- Programmed pipeline process to prepare system data, load data via third party RESTfull APIs and retrieve results back to our CRM system. This process initiates multi-channel communication with customer, and enables hourly base communication strategy adjustment, increasing 8% of company monthly revenue

Data Strategy Specialist, Restaurant Solutions Inc., Denver, CO   **Aug 2013 – Aug 2014**
- Designed SQL Server Database to integrate data from multiple departments, developed and modified stored procedures, functions, case statement and views, reducing 70% of data manipulating time from manual data normalizing method
- Built financial models for stimulating potential impacts on restaurant industry from Washington State Higher Minimum Wage Proposal, based on 270,000 rows of WA clients' weekly employee working and payroll records

Financial Intern, UBS Wealth Management Inc., Denver, CO   **Sep 2012 – Nov 2012**
- Performed portfolio allocation analysis based on clients' preferences using Financial Goal Analysis system
- Researched business development resources and market movements for targeted prospecting