

WENQI (SUMMER) ZHAI

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EDUCATION

EMORY UNIVERSITY – GOIZUETA BUSINESS SCHOOL

Atlanta, GA

Master of Science in Business Analytics (MSBA) - STEM credentialed program*

Jul 2022 - May 2023

- GPA: 4.0/4.0; *Goizueta Merit-based Scholarship Recipient*
- Coursework: Business Analytics, Data Visualization, Decision Analytics & Optimization, Machine Learning, Managing Big Data, Social Network Analytics

SHANGHAI JIAO TONG UNIVERSITY

Shanghai, China

BA in English (Financial and Business Affairs)

Sept 2016 - Jun 2020

- GPA: 3.9/4.0 (top 5%); *Top 10 University Leadership Scholar; Four-year College Scholarship Recipient*
- Funded Semester Exchange to University of Toronto; International Model United Nation (New York 2018) Delegate

SKILLS & COMPETENCIES

Tools: Tableau, Git, Linux/Unix, Hadoop, Spark, Excel (VBA), Git, AWS, Tableau, Lucidchart

Languages: Python (Pandas, Seaborn, Scikit-learn), R, SQL, Hive SQL, SAS, Shell

Techniques: A/B testing, Data Warehouse, Big Data, Visualization, Optimization, Machine Learning

SELECTED PROJECT EXPERIENCE

Optimization of eBay's Adjunct Products Collection System Decision Making Using CART Decision Tree 2022

- Identified user pain points and proposed the processflow using ML models to predict 10 types of debt collection decisions for past-due payments with the integration of internal and opensource platforms to reduce third-party collection spending
- Evaluated performance of 3 supervised algorithms: deployed CART decision tree with ~95.7% F-score and highest recall
- Presented cost-benefit analysis by analyzing the matrices in a collection context with a focus on reducing the costly type II error; deployed in AUTOMIC production operation platform, and setup OLAP for BI insights for 13 cross-board BUs

SELECTED EXPERIENCE

EBAY

Shanghai, China

Data Engineer (under third party contract), Billing Analytics & Metrics Team

Jul 2020 - Jul 2022

- Designed, tested and implemented productivity enhancement workflow by calling Jira REST API in Python to streamline the KYC data feeding process and ensure accuracy for senior stakeholders, decreasing the error rate by ~80%
- Developed and managed the multiple ETL automation processes to filter out fictitious users based on millions of user-level data points with Hive SQL and SAS to reduce ~90% manual effort for sanction and legal team

Payment Operations Intern, Global Payment Operations Team

May 2020 - Jul 2020

- Initiated the migration of 2012-2020 global transactions scripts and data in production environment from eBay Teradata Database to Hadoop Data Warehouse and collaborated with multiple teams, reducing annual team spending by ~68%

BAIN & COMPANY

Shanghai, China

Consulting Part-Time Assistant, Management Consulting

May 2019 - Nov 2019

- Supported the execution of 3 cases on consumer goods and pharmaceutical industry, with a focus on distribution strategy
- Built penetration evaluation model through market research, expert calls, and combing the industry chain to identify opportunities and major risks of product mix expansion for an electronic appliance client, work praised by supervisors

CORPORATE VALUE ASSOCIATES

Shanghai, China

Business Analyst Intern, Management Consulting

Mar 2019 - May 2019

- Led a team of 7 interns to research and present on a M&A biomass energy project: proposed a statistical model to filter out top 15 attractive entry industrial sites, conducted 5 expert interviews and drafted slides; adopted by the project lead

IPSOS

Shanghai, China

Social Intelligence & Analytics Intern, Marketing Consulting

Jan 2019 - Mar 2019

- Initiated social landscape studies, including competitor analyses, and customer profiling in 4 projects
- Conducted sentiment analysis and generated word cloud to identify customer pain points after crawling social data

ADDITIONAL INFORMATION

* *STEM credential offers up to three years U.S. Work Authorization eligibility*

- Languages: English (Fluent), Mandarin (Native), French (Conversational)
- Certificates and Tests: Data Analysis with Python, Introduction to A/B testing (Udacity), Statistics (SAS)