

ZHUOQUAN CHEN

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Design Portfolio: <https://zhuoquanchen.github.io>

ABOUT ME

With over 5 years of experience in data processing, analysis, and engineering, along with a professional background in graphic design, I bring a distinct set of skills to the table. My meticulous attention to detail and robust communication abilities empowers me to excel in my role, proficiently presenting complex findings. Furthermore, my fluency in English, Mandarin, and Cantonese enables me to thrive in diverse, multicultural environments.

WORK EXPERIENCE

Data Analyst

Feb/2021 - Aug/2023

MetTel, New York, NY

- Conducted a comprehensive analysis and quantification of customers' wireless data usage; updated the most optimized solution on both the client-side and the backend system (database) to be implemented before customers reach their monthly billing cycle, achieving significant cost savings of 30%-80% for those with excessive data usage.
- Managed relational databases, applying SQL skillsets to retrieve, insert, update, and clean up large datasets for customers.
- Investigated and resolved billing anomalies and variances, ensuring reasonable data charges by calling carrier APIs to traceback and identify the original location of data consumption from users' mobile devices.
- Maintain UI/UX of MetTel's official website.
- Collaborated with cross-functional teams, defined data requirements and supported data-driven decision-making.
- Architected and implemented data warehouses with AWS to support reporting and analytics needs.

Data Analyst

Aug/2018 - Jan/2021

Financial Aid Office of BMCC, New York, NY

- Orchestrated the collection of source data, adeptly extracting, integrating, and organizing information from diverse sources, while providing data support to other departments in a readily accessible format.
- Managed student data explorations and cleaning processes, transformed raw data into consumable, quality data.
- Analyzed students' historical Financial Aid application data empowering relevant departments with decision-making.
- Oversaw financial assistance roadmap for students in-need for post-secondary education.
- Modernized and streamlined the school's database, optimizing data entry processes and ensuring that student data was readily available in a user-friendly format for financial counselors to utilize in their services.

Graphic Design Freelancer, Senior Art Director, Vice Design Director

New York, NY & Guangzhou, China

- Designed, served & developed brands for 100+ companies, including Fortune 500 companies.
- Collaborated with a team of 20+ professionals & gained a 100% success rate on all projects and deliverables.
- Responsible for 30+ different districts of Guangzhou Power Supply Bureau VI design renovation project, 2010.
- Won the design bid for the first multi-function exhibition hall project of the Power Supply Bureau, 2012, China.
- Won the design bid for the office material decoration design for the P&G South China Head office, 2014, China.
- Won the design bid for the P&G Annual Convention of 2014, Guangzhou, China.

EDUCATION

Brooklyn College, New York, NY

Aug/2016 - Jun/2020

Bachelor of Science in Computer Science

PROFESSIONAL SKILLS

- Office Software: Microsoft Word, Microsoft Excel, Microsoft PowerPoint
- Adobe Creative Suite: Adobe Photoshop, Adobe Illustrator
- Programming: Python, SQL, Java, HTML/CSS