Jin Chen

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EDUCATION

Santa Clara University, Leavey School of Business   Santa Clara, CA
Master of Science in Business Analytics   December 2024
- Recognition: Fall 2023 Dean's List, Admission Committee Merit-based Scholarship (2023)

University of Manchester, Alliance Manchester Business School   Manchester, UK
Master of Science in Human Resource Management and Industrial Relations (GPA:3.86)   September 2018
- Recognition: China Scholarship Council UK Graduate Study Scholarship (2017–2018)

South China University of Technology (SCUT)   Guangzhou, China
Bachelor of Economics in International Economy and Trade   June 2017
- Recognition: SCUT Best Progress Scholarship (2014–2015)

TECHNICAL SKILLS

Programing Languages: Proficient with R, Python and SQL, Novice with HTML and JavaScript
Analytics: Proficient with Excel VBA, PowerBI and Tableau
HR Information Systems: SAP-HCM, PLATINUM

EXPERIENCE

Teladoc Health   Santa Clara, CA
People Analytics Intern   January 2024 - Present
- Participated in Talent Recruitment and Retention Prediction project. Analyzed historical data for medical providers. Identified key attributes contribute to successful hiring and retention.
- Developed predictive models using machine learning techniques to forecast talent hiring and retention outcomes.

Danone [Core brands: *Silk, Activia, Evian, Mizone, Volvic*]   Guangzhou, Xi'an & Chengdu, China
Assistant Manager - HR Business Partner, Sales   April 2021 – March 2022
HR Management Trainee, Reward & HR digitalization   January 2019 – March 2021
- In charge of the region's largest branch with 180+ employees. Designed and implemented metrics with sales leaders.
- Developed data-driven management strategies, achieving 30% key sales representatives promotions, and a 14% increase in general employee performance, generating $36.8 M in incremental sales in Fiscal Year 2021-22.
- Compiled SAP databases for 4,000+ sales staff over past five years. Identified strategic issues in recruitment, turnover, and legal compliance. Improved data analyses by creating HR KPI dashboards visualized in PowerBI.
- Managed a data pipeline for 2019-2021 annual salary reviews (ASRs), supervising pre-analyses, proposals, templates, data validation. Maintained a 99%+ accuracy rate for 6,000+ staff members' ASR data.
- Analyzed trends in compensation and built intelligence through reporting. Standardized salary review process via Excel and established SOPs to promote future end-to-end execution.
- Consulted benchmark studies and comparative analysis of internal pay gaps. Tested 4 new sales incentive proposals. Designed 2019 and 2020 sales incentive template covering 4,200+ staff and led monthly tracking of pay effectiveness.
- Maintained Excel-based HR scorecard for 6 plants. Delivered monthly reports with insights to core management team.

ACADEMIC PROJECTS

- **Social Media & Website Analytics for Sistema.Bio in Kenya:** Utilized R in conducting Exploratory Data Analysis, K-means clustering, and Topic Modeling techniques in identifying advertisement effectiveness and trends in audience behaviors. Provided recommendations on social media content strategies and audience segmentation.
- **US Airline Passenger Satisfaction & Loyalty Prediction:** Led a team of five, developing machine learning models to analyze 129,880 rows of survey data. Identified key factors in predicting customer satisfaction and loyalty, providing actionable insights and recommendations for airlines to enhance customer experiences.

ADDITIONAL INFORMATION

Languages: English (advanced); Mandarin (native); Cantonese (native)
Leadership Experience: Vice President of SCUT Model United Nations; Team Leader of SCUT Debate Team