Jia **Chen**

Marrickville, NSW, 2204

☐ 0410 609 194 | ✉ kealy1019@gmail.com

Summary

- Looking for a position in operations support.
- I have six years face to face customer service experience.
- Positive and active personality and Enjoys working on a busy dynamic environment.
- Willing to learn new skills.
- Passionate about data analysis.

Education

East Tennessee State University   *Johnson City, TN, USA*

B.S. in Mathematics (Statistics Concentration)   *Aug 2014 - Dec 2017*

- Undergraduate Research: Test for Randomness based on the Arcsine Distribution
- Advisor: Prof. Anant Godbole
- Cumulative GPA: 3.7 / 4.0
- Magna Cum Laude

Languages

Chinese	Native
English	Fluent

Relevent Coursework

Introduction to Statistics in Biology

- Explored the basic ideas of probability and statistics.
- Developed an understanding of hypothesis testing and how to arrive at a conclusion supported by statistical evidence.
- Hands-on experience using R and Minitab.

Statistical Modeling

- Designed mathematical models, eg. Multiple Regression, Logistic Regression.
- Model selection using R^2, Forward Selection, Stepwise Model Selection, and Maximum R^2 Improvement.
- Hands-on experience using SAS and R.

Application of Statistics

- Solved real world problems using statistical tests such as Student's T-test, ANOVA, Randomized Block Design, and Sign Test.
- Collaborated with classmates in order to develop teamwork skills.

Residency and Citizenship Status

United States of America	Citizen
Australia	Working Visa with no restriction on hours

Experience

Nail Technician   *Virginia and Tennessee, USA*

All Salons   *January 2013-September 2019*

- Recieved Nail Technician License
- Held a full time job during my education at ETSU (35-45 hours per week).
- Learned to communciate effectively with customers in order to determine customer requirements.
- Developed an understanding of western culture, language, and diversity; learned to fit into a new environment.
- Handled customer complaints and resolved issues to the customer's satisfaction.

Programming Languages and Skills

Microsoft Excel (Intermediate), LaTeX, R, SAS, Minitab