

Jia Chen

Marrickville, NSW, 2204

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Summary

- Looking for a position in operations support.
- I have six years face to face customer service experience.
- Strong background in mathematics and statistics.
- Positive and active personality.
- Enjoys working on a busy dynamic environment.
- Willing to learn new skills.
- A self-starter with strong verbal communication and listening 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

Relevant 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