

# 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.
- Positive and active personality and Enjoys working on a busy dynamic environment.
- Passionate about data analysis and eager to learn new skills.

## 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

- Received Nail Technician License
- Held a full time job during my education at ETSU (35-45 hours per week).
- Learned to communicate effectively with customers in order to determine customer requirements.
- Upsells service and presents offer for new services and strives to deliver exceptional service and a good relationship with the customers.
- 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