Lillian Chow

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EDUCATION

The Ohio State University

December 2021

Bachelor of Science, Management Information Systems

Rewriting the Code Fellow Summit Country Day School June 2020 – June 2021 June 2017 June 2016 – August 2016

Girls Who Code

WORK EXPERIENCE

Branch Financial

Product Manager II
Product Manager Intern

January 2021 – Present August 2020 – December 2020

- Own all product processes and launches for online platform before purchasing a policy
- Analyze analytics and extrapolate data for product improvement; create and monitor AB tests through Amplitude platform
- Collaborate with data team to ensure smooth handovers of data tracking for products pre-launch and post launch
- Create, watch, and build feedback diagramming from User Testing videos and customer interviews

Bank Of America

Technology Analyst Intern | Global Technology and Operations

June 2020 - August 2020

- Led team of 8 through scraping financial and regulatory documents to build an NLP language corpus using Python, Beautiful Soup, Spacey, and other NLP tools to clean and process documents into the proper format based on exploratory data analysis
- Utilized R to perform sentimental data analysis on financial text data compared to stock data

#BUILTBYGIRLS

Ambassador | University Ambassador

June 2020 - December 2021

Work as an ambassador promoting women in technology through WAVE mentorship program

Google LLC

Information Technology Intern | Technical Intern

May 2019 - August 2019

- Part of XTechs team responsible for supporting Google's executives' (VP and above) IT needs
- Member of onboarding team; onboarded 2,000+ new employees
- Use Google's BigQuery and SQL programming for data analysis and process improvement
- · Wrote and proposed business plans for implementing changes to increase efficiency for executive support

The Ohio State University

University Ambassador | Office of Student Life

August 2019 – May 2022

· Give campus tours to prospective students and families; assist in university-wide events for potential incoming students

Student Desktop Support Specialist | Office of the Chief Information Officer

January 2019 – August 2020

Part of asset management team, tracking and managing assets for any device coming through the university

Student Research Assistant | Wei Xu, College of Engineering

May 2018 – June 2019

- Worked with professor Wei Xu at the intersection of machine learning, natural language processing, and social media
- Helped annotate text data to use for learning semantics from large data sets for natural language understanding

Student Technician | School of Arts and Sciences

September 2017 – September 2018

Aided faculty, staff, and graduate students in the School of Arts and Sciences resolve technical issues

The Kroger Co.

Vendor Management Intern | Business Effectiveness

August 2018 – December 2018

- Collaborated with Kroger vendors and improved the efficiency of invoicing process
- Worked on internal app written in *JavaScript*, utilizing *Ionic* and *Cordova* frameworks

The Procter & Gamble Company

INTERalliance Intern | Employee Care

June 2017 - August 2017

- Helped with the movement of 9,000 knowledge articles from Sharepoint 2007 to ServiceNow
- Mapped requirements to test cases, and created test cases; worked with Panaya testing tool and oversaw test management

CLUBS & INVOLVEMENT

The Association of Computing and Machinery – Women's Chapter

August 2017 – December 2021

Vice President, May 2019 – August 2020

Alpha Phi Omega Service Fraternity

January 2019 – December 2021