

Jonathan Zeng

CONTACT

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SKILLS

Quality Assurance, Conversation Design, Data Analytics and Reporting, Artificial Intelligence (AI) tools, Adobe XD, Figma, Wireframes, SQL, Python, Tableau, Agile, G Suite, Microsoft Office 365, Visio, Windows, Unix, Linux, Mac, SDLC, Test Planning, Technical Writing

CERTIFICATION

Google Cloud Certified
Professional Cloud Architect

LEADERSHIP

NYC Ladders for Leaders (2016 & 2017)
Selected to be a part of the competitive nationally recognized program that offered high achieving college students professional summer internship opportunities with leading corporations and government agencies in New York City

LANGUAGE

- English
- Cantonese Chinese
- Mandarin Chinese

EDUCATION

Stony Brook University 2017
B.S. Information Systems | Dean's List

EXPERIENCE

Ford Motor Company Aug. 2020 – Present
Information Security Analyst IT Security Team

- **Security Risk Assessment & Analytics:** Conduct real-time security performance monitoring, vulnerability management, incident response, and data/performance reports to protect customer data

Google via Qualitest Jun. 2018 – Feb. 2020
QA Engineer / ChatBot Conversation Designer Google Assistant Team

- **Supported 20+ National Chatbot Feature Launches For US, Taiwan, & Hong Kong Customers:** Significantly increased Google Assistant's internationalization features coverage and improved its natural language understanding (NLU) model by developing grammar code, end to end testing, iterative prototyping, data analytics, bug triage, and team collaborations
- **End-to-End Grammar & Conversation Design:** Gathered user scenarios and created customer-centric chatbot experience intents and content for Google Assistant (e.g. navigation, direction, and traffic-related features)
- **Developed Creative Solution:** Led development effort for grammar code consolidation and revised test plans that decreased data processing time by 60% and increased quality assurance project efficiency up to 300%
- **Automation & Manual Testing:** Conducted end-to-end automated & manual testing (e.g. win/loss analysis, A/B testing, user acceptance testing) on multiple user interfaces for new & existing feature enhancements
- **Data-driven Design:** Assessed end user/customer testing data, input, performance, and chatbot response to identify and address gaps
- **Stakeholder Management:** Applied Agile communication to coordinate discussion sessions with stakeholders, gather requirements, and prioritize multiple deliverables simultaneously
- **Proactive Bug Triage:** Communicated and solved grammar tickets (correcting punctuation, spelling error, or spacing issue) through Google's bug tracking tool (similar to Jira), and conducted root cause analysis on the grammar code to ensure the best customer experiences with AI chatbot

New York City Office of Chief Medical Examiner Jul. – Dec. 2017
Business Analyst Intern IT Application & Production Support Team

- **Proof of Concept Recommendation:** Presented various actionable software solutions (with wireframes, storyboards, and Visio flow diagrams) to renew their legacy IT asset management process to the CIO and IT managers
- **Stakeholder Management:** Gathered requirements and communicated roadblocks to initiate collaboration across 3 departments

New York City Department of Education Jul. – Aug. 2016
Security Analyst Intern IT security Team

- **Data Loss Prevention & Data Analytics:** Monitored network and created 10+ weekly risk analysis with SQL, Tableau dashboards, & Excel pivot tables from malware infection data to provide actionable insights on NYC public school's computer security risk