

# Chiau-Yin (Joy) Yang

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## EDUCATION

**M.S. in Applied Data Science**, Syracuse University, School of Information Studies Syracuse, NY | May 2020

- Focus area: Big Data Analytics; Data Mining; Text Mining; Information visualization; Data Structure; Database Warehouse
- **Academic Project:** IoT product volunteer at CENT – Develop and build an IoT product using raspberry pi to analyze the relationships between the environment (i.e. temperature) of the rooms and overall interviewees' performance.
- **Teaching Assistant:** courses - Data Analytics and decision-making & Data visualization to resolve any questions from students with R, statistics, Microsoft Excel and StatTool in class and during office hours.

**Bachelor of Business Administration**, National Central University Taoyuan, Taiwan | June 2013

- Concentration in Data Analytics, Digital Marketing, and E-Commerce; E-Commerce and MRP/ERP certificate

## AREAS OF EXPERTISE

- Data analytics and visualization (Tableau)
- Cloud Computing / Management
- Project management; Ad hoc reporting
- Sales and Marketing (OEM/channel customer support)
- Communication and presentation skills
- Web development and graphic design

## TECHNICAL SKILLS

**Software:** Python, R, SQL, Tableau, Apache Spark, Hadoop, AWS Cloud, MongoDB, Microsoft SQL, Microsoft Office (Excel - VBA, correlation, regression), Visio, Access, Project; Adobe Illustrator; **Language:** Fluent in Mandarin

## PROFESSIONAL EXPERIENCE

**Data Scientist Intern**, Bayerische Motoren Werke (BMW) Woodlake Cliff, NJ | Jan 2020 – Jul 2020

- Built and explored machine learning pipeline and models to make sales strategies in big data and cloud environment

**Sr. Technical Solution Specialist Intern**, IBM

San Francisco, CA | Jun 2019 – Aug 2019

- Explored, analyzed, and developed a suitable clustering model on given traumatic brain injury (TBI) patients' data to seek characteristics and state changes using Python with IBM Watson Studio and machine learning algorithms in the IBM cloud environment. Mentored other teammates with technical support in Python.
- Advised a healthcare research lab to map their research project with IBM tools, resulting in possible deal closing.
- Co-hosted a hands-on data science webinar about data exploration process and model development on IBM Cloud.

**Data Analyst/Visualization**, Institute for Veterans and Military Families (IVMF) Syracuse, NY | Sep 2018 – Present

- Configure and design visualization and dashboards using Tableau and R to enable easy interpretation of portfolio status, optimized workflow, and actions. Maintain and refresh live dashboards with updated data on websites.
- Analyze and assess multiple datasets to provide insights on program effectiveness, including GI Bill utilization, veteran benefits, and reference in decision-making process for the executives and policy makers.

**Sales Account Manager**, SuperMicro Computer Inc

San Jose, CA | Feb 2014 – Jul 2018

- Analyzed and monitored sales metrics to improve the team performance, target ROI rate and efficiency. Collaborated in database migration with cross-functional teams to reduce discrepancies from customers' expectation.
- Administrated and supervised multiple OEM Data Center IT infrastructure and hardware purchase plans to exceed customers' expectations and ahead of schedule, thus won the contract of \$6M for next phase.

**Communication and Media Intern**, Asian Liver Center at Stanford University Palo Alto, CA | Sep 2013 – Feb 2014

- Strategized Facebook fan page analytics, Twitter analytic tools, and Instagram analytic tools to further optimize contents and increase exposure rates. Achieved an approximately 50% increase in vaccine conversion rates.

## PROFESSIONAL TRAINING

**Data Analytics Immerse Boot Camp**, General Assembly

San Francisco, CA | Dec 2016 – Feb 2017

- Analyzed, suggested, and predicted future business trends on raw data using Microsoft Excel and SQL. Visualized and presented in Tableau and Microsoft PowerPoint. Further developed critical and analytical thinking.

## ACADEMIC/LEADERSHIP EXPERIENCE

**Graduate Student Researcher/ Data Science Team Lead**, NEXIS club

Syracuse, NY | Jan 2019 – Present

- Performed sentiment analysis (POS-tagging, N-grams, and Word Cloud) on Airbnb reviews to generate top key indicators using Python NLTK package. Led Makeover-Monday activity and coached other students to finish projects.

**Project Leader**, Big Data Analytics course group project

Syracuse, NY | Mar 2019 – May 2019

- Led, performed statistical analysis and developed a predictive model on San Francisco crime time-series data, using logistic regression, gradient boosting and random forest algorithms in Apache Spark Python environment.

**Student Researcher**, Data Analytics course project

Syracuse, NY | Mar 2019 – May 2019

- Extracted and processed news articles from MongoDB and performed LDA topic modeling and tone analyzer.