

## Jianbo Zhao

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### HIGHLIGHT

Data analyst skilled in product metrics, operational workflows, and process optimization. Experienced in analyzing user behavior, identifying bottlenecks, designing dashboards, and improving decision-making for technical and business teams. Adept at transforming raw data into actionable insights, validating hypotheses through experiments, and supporting product, operations, and quality initiatives across fast-paced business environments while collaborating with cross-functional partners.

### TECHNICAL SKILLS

- **Libraries/Tools:** Python (Pandas, NumPy, Scikit-Learn), SQL, Power BI, Tableau, Excel, AWS, Docker, Airflow.
- **Skills:** Product analytics, behavioral funnels, KPI dashboard development, process optimization, A/B testing, data modeling, statistical analysis, ETL workflows.
- **Core Competencies:** Root-cause analysis, workflow mapping, requirement gathering, data quality validation, reporting automation, operations support

### EDUCATION

#### University of Waterloo

*Bachelor of Mathematics (Honours)*

Waterloo, ON

Sep 2020 - July 2025

Relevant Coursework: Statistical Learning, Forecasting, Visualization, Linear Models, SQL & Databases, Simulation

### PROFESSIONAL EXPERIENCE

#### Canada Computers and Electronics

*Technical Sales & ERP Operations Associate*

North York, ON

Aug 2025 – Present

- Delivered daily frontline sales and service support for both personal and B2B customers, translating workflow needs into optimized PC builds and component recommendations, contributing to a **15% increase in repeat client visits**.
- Improved **ERP inventory accuracy by 22%** by auditing bin locations, correcting SKU mismatches, and coordinating with warehouse staff to resolve data gaps—reducing restock errors and improving product availability for high-demand items.
- Accelerated restock and pricing decisions by building weekly Excel demand reports that highlighted SKU turnover and margin trends, helping managers cut replenishment time **from 2 days to same day** for key product categories.

#### Alphabet

*Data Analyst Intern*

California, United States (Remote)

May 2024 – Aug 2024

- Supported the development of a new email-marketing product by benchmarking pricing and features against key competitors (Klaviyo, Omnisend, Mailchimp). After identifying gaps in automation tools and starter-tier offerings, Synthesized findings into a recommended freemium model and a clearer feature roadmap, helping the product team deliver a pilot that improved client **click-through rates by 12%** and **increased merchant sales by 6%**.
- Analyzed user-watch patterns for an anime streaming partner struggling with low completion rates. Identifying which user segments were disengaging by grouping audiences by age, device type, and viewing behavior and built a lightweight content-recommendation prototype combining collaborative filtering with behavioral trends. The **A/B pilot across 40,000 users reduced mid-season drop-off by 18%** and increased **discovery of under-watched titles by 20%**.
- Helped test an early version of a route-finding app built for walkers and cyclists. Evaluate how safety and convenience ratings could be integrated into the routing logic. Cleaned and analyzed crowdsourced path data, mapped risk zones, and created a simple scoring model to balance route length with perceived comfort. The pilot **achieved a 27% user-adoption rate** and early testers reported **10–15% faster travel times** on popular downtown routes.

#### Volkswagen FAW Engine (Dalian)

*Manufacturing Data Analyst Intern*

Dalian, China

May 2022 – Aug 2022

- Improved tool-life prediction accuracy by analyzing CNC machining sensor data like temperature, vibration, spindle speed which enabled earlier detection of wear trends and **reduced unexpected tool failures by 8%** during the internship period.
- Designed and deployed a real-time tool-health dashboard that visualized remaining cycles, highlighted anomalies, and flagged missing data, giving supervisors faster visibility into issues and **reducing reaction time to tool problems by 30%**.
- Collaborated with engineers and machine operators to validate prediction thresholds and refine alert settings, improving maintenance planning and reducing last-minute tool-change disruptions by **12%** across two pilot machining lines.

#### Ping An Bank

*Fraud-Risk Analyst Intern*

Dalian, China

May 2021 – Aug 2021

- Reduced false-positive card blocks by analyzing 100k+ transactions to separate high-risk cases from normal spending, **preventing \$1,500–\$2,000 in daily losses** and restoring approval for hundreds of legitimate transactions.
- Identified key drivers of alert errors by clustering fraud events and presenting insights to model engineers, leading to rule updates that **lowered the false-positive rate by 14%** and improved detection accuracy.
- Built a Power BI dashboard to standardize KPI tracking, segment alert behavior, and flag early warning trends, enabling **20+ analysts** to monitor performance more consistently and respond faster during high-volume periods.