CHARLOTTE CHOI

Data Analyst

✉ arlotte011@gmail.com   📞 (437) 263 -3693   📍 Toronto, Ontario

I have experiences working with SQL, Tableau, Python and Sentiment analysis
to formulate reports on business KPI and user experience data.

WORK EXPERIENCE

Data Analyst

Insjournal

📅 Apr 2022 – Sep 2022   📍 Seoul, South Korea

- Formulated data analysis reports using PostgreSQL and Tableau to keep track of business KPIs across the web properties.
- Performed keyword and sentiment analysis to gain insight into user experience data.
- Scraped, cleaned, and prepped data using API, Python and SQL.

Data Experience Lab Researcher

Sungkyunkwan University

📅 Sep 2020 – Mar 2022   📍 Seoul, South Korea

- Built a deep-learning model to detect Korean trolling and clickbaiting behavior called "Agro" on online content platform, Youtube.
- Designed and analyzed user experience surveys using Google Forms and SPSS to explore the effect of the design of chatbot avatars in people's perceived intimacy.

User Experience Lab Intern

Seoul National University

📅 Sep 2019 – Dec 2019   📍 Seoul, South Korea

- Designing the onboarding experience of a voice app service, 'Classic Mate.'
- Analyzing the user behavior patterns with user logs in dialogflow.

SKILLS

- Tableau
- SQL
- Python
- SPSS

My online portfolio:
https://ebeen94.github.io/

EDUCATION

M.S.
Human Artificial Intelligence Interaction
Sungkyunkwan University

📅 Sep 2020 – Aug 2022
📍 Seoul, South Korea

Dispatched Researcher
Jaume I University

📅 Sep 2021 – Mar 2022
📍 Valencia, Spain

B.A.
Yonsei University

📅 Mar 2013 – Aug 2018
📍 Seoul, South Korea