

# EMILY SUN

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## WORK HISTORY

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**Senior Analyst**, United Express (UAX) Strategy and Analytics, United Airlines *Chicago, IL • 07/2024 - Present*

- Creating a cohesive reporting tool, workflow manager, and automatic notification system for UAX safety reports that replaces an inconsistent and manual email process using TypeScript and Foundry Palantir
- Manages and maintains UAX's internal website with Sitecore's digital experience platform through new and existing content management and new web designs via HTML and CSS
- Collaborates with end-users and internal stakeholders to create performance dashboards for the E175 overhead bin overhaul with flight-by-flight views of customer survey, on-time reliability, and bag loading data

**Analyst**, United Express Strategy and Analytics, United Airlines *Chicago, IL • 09/2022 - 06/2024*

- Developed a new performance metric and reporting dashboard from customer survey data that grants Inflight internal and external leadership more visibility on flight attendant performance and compliance with Pyspark
- Provided on-going ad-hoc analytical support to the UAX team and external partners with operational reports and performance analysis

**Intern**, UAX Technical Operations, United Airlines *Chicago, IL • 05/2021 - 04/2022*

- Assumed Project Manager responsibilities on a new Inflight Entertainment initiative and designed a 12-week pilot program that drove a 15 point increase in customer sentiment of CRJ200's by performing in-person testings at hangars, ensuring stakeholder responsibility, and maintaining project charters
- Automated an existing email process with the TESS functionality in Foundry to provide performance metrics with no manual labor

**Research Assistant**, AER Lab, University of Michigan *Ann Arbor, MI • 10/2019 - 05/2020*

- Used machine learning algorithms in Matlab to train neural networks to detect activity patterns in EKG readings and automatically scored epochs up to 95% accuracy

## EXPERIENCES

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**Associate Board Member**, EcoShip *03/2024 - Present*

- Led fundraising efforts to raise \$900, managed social media communications, and organized campaigners for EcoShip's "Box Detox"/Plastic-Free July fundraiser to help continue EcoShip operations to 275+ Chicagoland individuals/small businesses

**Executive Director**, Michigan EcoData *09/2019 - 04/2022*

- Managed the organization's university and department sponsorship and collaborated with board members to contribute to the organization's progress towards overarching goals and mission statement

**Project Team Leader**, Michigan EcoData *09/2019 - 04/2022*

- Identified at-risk food desert areas in Detroit for new urban farms potential sites in ArcGIS by analyzing open-source Geographical Information Systems data
- Created an interactive heatmap of multiple contaminant and pollutant concentrations in Michigan zipcodes with Python, Pandas, JSON, and HTML

## EDUCATION

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**University of Michigan**, Ann Arbor • 2018-2022  
B.S.E Industrial and Operations Engineering, Minor in Mathematics  
*Honors:* Magna Cum Laude, Dean's Honor List, University Honors, Regents Merit Scholarship

## SKILLS

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*Programming Languages:* Python, Pyspark, C++, SQL, R, and Matlab  
*Technical Skills:* Six Sigma trained, HTML, Git, Google Apps Scripts API