

Ethan Tsao

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EDUCATION

University of California, Santa Barbara

B.S. in Statistics & Data Science, Technology Management

Santa Barbara, CA

Sep. 2022 - June 2026

Relevant Courses: Data Structures and Algorithms in Python, Principles of Data Science in R, Statistics & Probability (I & II), SAS Base Programming, Linear Regression, Design of Experiments, Machine Learning Specialization

WORK EXPERIENCE

UCSB Alumni Affairs

Intern

Goleta, CA

Oct. 2024 - Present

- Managed event operations, including setup, clean-up, and coordination of AV equipment, ensuring smooth execution.
- Provided excellent customer service to event hosts, assisting with on-site needs and maintaining policies during events.
- Oversaw the building during events outside regular campus hours, using data entry for timely event documentation.

Quickly Corporation

Crew Member

Pleasanton, CA

June 2021 - May 2022

- Worked with a team of 6 in executing store duties and crafting customer service strategies, leading to a 14% revenue increase within 2 weeks and consistently surpassing monthly revenue targets set by the store manager and company.
- Assisted in onboarding 3 members, providing comprehensive training in customer service and protocols over 2 weeks.
- Proposed a customer feedback initiative, analyzing customer input from Yelp and Google using Excel and identifying areas for improvement, resulting in a 0.3-star rating increase on Google reviews after a month of implementation.

Norcal Volleyball Club

Assistant Coach

Pleasanton, CA

June 2021 - May 2022

- Assisted in coaching 14 boys on basic volleyball skills, rules, and positioning through drills during practices and developed schedules for over 20 practices while helping organize the team's participation in 3 regional tournaments.
- Tracked players' live performance statistics while providing feedback for continuous improvement using Hudl.
- Recorded 10+ hours of game footage for analysis, contributing to enhanced player performance and team success.

PROJECTS

R Project Experience

Nov. 2024

- Conducted statistical data analyses and experimental design with R Markdown using permutation tests and ANOVA.
- Created visualizations with ggplot2, used Shapiro-Wilk tests, linear regression and residual analysis with dplyr, tidyverse.

YouTube API Data Analysis

June 2024

- Created detailed visualizations using Matplotlib and Seaborn to highlight view counts, like ratios, and upload times.
- Data Cleaning using Pandas and NumPy, applied NLP techniques to generate WordClouds and identify content trends.

SQL Restaurant Analysis

June 2024

- Analyzed customer data from a restaurant to identify spending behavior and preferences using diverse SQL queries.
- Generated comprehensive datasets and provided actionable insights to support the expansion of a new loyalty program.

ORGANIZATIONS

Delta Sigma Pi - Rho Sigma Chapter

VP Professional Activities

Santa Barbara, CA

Feb. 2024 - April 2024

- Participated in various service projects and community outreach initiatives to demonstrate civic responsibility.
- Led a team of five in creating a professional event with a speaker from NASA JPL for 50 organizational members.
- Collaborated with other members to organize and host fundraising events to generate funds for charitable causes.

SKILLS & INTERESTS

Technical Skills: Python, R, SQL, SAS, HTML, CSS, PyTorch, Tableau, GitHub, Jupyter, Colab, G-Suite, MS Office

Interests: Volleyball, Hiking, Weightlifting, Calisthenics, Traveling, Music Production, Gaming, Fantasy Sports