

HENRY SU

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PROFESSIONAL EXPERIENCE

Nationwide Insurance

Columbus, Ohio

Actuarial Intern - Technical

Feb 2020 – Present

- Design and implement new pricing processes for private placement life insurance (PPLI), corporate and bank-owned life insurance by writing VBA code and using macros to improve functionality and maximize accuracy to get rid of bottleneck
- Act as project manager for all project lifecycle phases, from specifications and coding through deployment, testing, debugging, documentation, and maintenance
- Reduce existing pricing process run time from 3.5 minutes to 8 seconds

VISA

Foster City, California

Technical Product Manager Intern

May 2019 – Aug 2019

- Propelled weekly alpha, beta, and gamma tests for design validation and user insights that were heavily utilized for continuous product evolution and successful new product launches
- Created user stories to clarify features, functionalities, and requirements from end-user point of view and designed a prototype of software using Adobe XD
- Advanced app development by capturing and validating bugs/ feature improvements in JIRA and Rally and provided feedback from backlog grooming through new app version releases to bridge communication between PMs and developers
- Recommended and worked on a new feature for Decision Manager from concept to launch, which helped reduce chargeback and fraud through existing chargeback disputes by 17%.

Battelle

Columbus, Ohio

Corporate IT Service Desk Intern

May 2018 – May 2019

- Assisted staff members in IT problem recognition and resolution and created and monitored incident tickets and service requests while helping in the development of user documentation
- Provided first level contact by answering incoming questions by phone, incident/ request tracking system (ServiceNow), Active Directory, chat, and email which utilizes excellent customer service skills and exceed customer's expectations
- Troubleshooted general problems for business applications, operating systems, utility software, remote access, security software

The Ohio State University

Columbus, Ohio

Student Product Manager

Mar 2018 – May 2018

- Utilized customer data to initiate development of new products as well as manager entire product life cycle, starting with strategic planning.
- Conducted user research through usability testing on the past experiences of students and created user personas to better understand the audience the product is for
- Measured success of solution's impact through the number of people who signed up and are currently still utilizing the website on a daily use

The Ohio State University

Columbus, Ohio

Student Computer/ Media Assistant

Aug 2017 – Feb 2018

- Implemented technical assistance, troubleshooting, and problem resolution to faculty, staff, and students which include support of desktops, laptops, tablets, classroom audio- visual technology, websites, networking, and server functions
- Contributed immediate assistance for service inquiries concerning technology and general troubleshooting while being responsible for receiving, resolving when possible escalating, and monitoring incidents, questions, and request

EDUCATION

The Ohio State University - Fisher College of Business

Columbus, Ohio

Bachelor of Science in Business Administration

May 2020

Specialization: Management Information Systems

Minor: Design Thinking

GPA: 3.64/ 4.0

SKILLS AND INTERESTS

- **Web Technologies:** Angular, React, ASP.NET, Node.js, Rest API, HTML, CSS
- **Programming Languages:** Java, COBOL, SQL, JavaScript, VBA*
- **Data Tools:** Microsoft Access, Microsoft SQL Server, Microsoft DQS, ETL, Tableau
- **Development Tools:** Microsoft Office Products, Eclipse, XCODE, WordPress, JIRA, Confluence, Rally, Adobe XD, Visual Studio Code, Git, Postman, Komodo IDE
- **Languages:** English, Mandarin, Cantonese

* Certificates available upon request