Kevin S. Zhao

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Work Experience

Planned Career Break   **Cleveland, OH**
Took intentional time off to spend time with family and focus on developing software skills.   *Jun 2021 – Present*

- Developed practical knowledge of modern web development framework and tools through online courses, including using React.js with TypeScript, styling websites using Tailwind CSS / CSS, and version controlling with Git/GitHub.
- Built and deployed personal web projects to apply learnings (see kvnzhao.com/projects for additional details).

Special Projects & Operations Senior Associate | Sprinly, Inc.   **Cleveland, OH**
Directly supported COO / Co-Founder of fast-growing startup, owning and leading initiatives   *Oct 2020 – Jun 2021*
in several company functions, including eCommerce website management, customer support,
packaging & logistics, and growth projects.

- Led eCommerce platform migration from WordPress to Shopify, upgrading internal tools and processes to enable business continuity, and serving as primary interface with external agency to ensure on-spec delivery of new site.
- Improved site conversion rates by 30% using A/B tests within checkout funnel, leading on hypothesis formation by analyzing customer behavior in Google Analytics and test deployment by using VWO and custom JavaScript code.
- Designed and implemented detailed tracking and reporting dashboards to enable visibility on several KPIs, including reducing excess inventory on-hand, excess credits & refunds given, and improving product ratings.
- Reduced time spent on customer account management by 50% through automation using Python scripts and teaching customer support team members how to use them.

Project Manager | ExxonMobil   **Spring, TX**
Responsible for leading small (under $30M) and supporting large (over $30M) capital projects   *Aug 2017 – Sept 2020*
for business units in the Americas and West Africa. Held multiple special assignments across
company functions, including HR, Audit, and IT.

- Managed a portfolio of 5 projects totaling $58M across several disciplines (electrical, subsea, civil, and construction), directly owning budget, schedule, and execution on behalf of business partners.
- Developed project plan for $60M subsea installation campaign, establishing procurement and execution strategies, determining cost & schedule estimates, and preparing final materials used in funding request.
- Assisted senior management in implementing re-organization affecting 2,000 individuals, helping maintain dashboards used in designing organization structure and progress tracking, and developing onboarding materials.
- Coordinated onboarding and assimilation of 14-person engineering class, ensuring individuals are trained on company safety standards and qualified for field rotations to production facilities as a part of new hire program.

Summer Analyst | Joy Capital   **Beijing, China**
Helped evaluate investment opportunities and technologies in electric vehicle industry.   *Aug 2016 – Sept 2016*

- Assessed technologies used by 14 startups along EV industry value chain and presented to investment partners.

Process Engineering Intern | Dow, Inc.   **Midland, MI**
Focused on optimization of pollutant separation using various adsorption materials.   *Jun 2015 – Jul 2016*

- Constructed hypothesized mechanisms for 6 materials by collecting and analyzing breakthrough curve data.

Research & Development Intern | The Goodyear Tire & Rubber Company   **Akron, OH**
Performed research in wet labs, focusing on branching occurrences during polymer synthesis.   *Jun 2015 – Sept 2015*

- Improved polymer production by 20% by identifying impact of time during synthesis of catalyst on reaction quality.
- Conducted 30+ experiments to determine impact of 2 variables, monomer concentration and modifier type, on polymer synthesis and communicated results to process engineers.

Education

Northwestern University, McCormick School of Engineering   **Evanston, IL**
B.S. in Chemical Engineering, Minor in Economics (Class of '17)   *GPA – 3.72 / 4.00*

Skills

Coding: JavaScript (incl. React.js, Node.js), Python (incl. Numpy, Pandas), CSS, HTML, Git, NoSQL (incl. MongoDB).
Tools: PowerBI, Basecamp, Asana, Notion, Excel / Sheets, SharePoint, VWO.
Languages: Mandarin Chinese.

Personal Website: https://kvnzhao.com • **LinkedIn:** https://linkedin.com/in/kvnzhao