

JAMES YAO

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EDUCATION

University of Maryland, College Park

B.S in Economics

B.S in Computer and Information Science with concentration in Data Science

Cumulative GPA: 3.1/Major GPA: 3.4

Expected Graduation: May 2019

WORK EXPERIENCE

University of Maryland Distance Education Technology & Services (DETS)

Technical Director

College Park, MD

August 2018 – Present

- Support students and professors in all technical-related issues in Microsoft Windows and Adobe Suite
- Contribute to the production of videos for distance learning and propose improvements in video content quality

Arc Home Loans

Project Management Intern

Mt. Laurel, NJ

May 2018 – August 2018

- Collaborated with executives and loan officers to determine client needs and develop potential solutions
- Analyzed financial reports to track project performance and suggest improvements to reduce budget costs
- Utilized CRM systems including HubSpot and Salesforce to manage team functions and launch outreach campaigns to clients
- Identified potential project risks and determine course of action for several projects

LendingPad.com

SEO Specialist

Tyson's Corner, VA

February 2018 – May 2018

- Improved website organic search result by increasing company page rank from 8 to 2
- Analyzed website traffic and tracked campaign performance with Google Analytics and Power BI
- Provided recommendations for SEO campaign improvement and reduced budget costs by over 30%

Selene Finance LP

IT Support Intern

Horsham, PA

June 2017 – August 2017

- Supported website and web application development projects within the organization
- Provided technical support in person and over the phone for macOS and Microsoft Windows
- Installed, repaired, and maintained macOS and Microsoft Windows desktop

80-20 Initiative

Political Analyst Intern

Rockville, MD

September 2016 – December 2016

- Collaborated with senior staff to gain insight on campaign objectives and develop comprehensive outreach campaigns
- Conducted extensive research and prepared reports for outreach on potential voters
- Utilized R and VBA to deliver statistical analysis of the competitiveness of campaign races in different states

WEI Mortgage LLC

Digital Content Intern

McLean, VA

June 2016 – August 2016

- Created company LinkedIn page and published monthly mortgage news articles
- Updated staff profiles on company website using HTML, CSS, and JavaScript
- Designed logos, brochures, and advertisements to support marketing campaigns and improve brand awareness

LEADERSHIP EXPERIENCE

Ascend at UMD, External Affairs Committee

January 2017 – Present

- Organize social events including professional night and community socials
- Interact with external affair members from Asian Pacific American clubs to strength community outreach
- Assist in organizing weekly collaborations with the Food Recovery Network for preserving food from the campus diner

Asian American Student Union, Vice President

May 2016 – April 2017

- Built relationships with internal and external advocacy organizations for future collaboration events
- Planned and supported the Forging, Understanding, Empowering, and Leading (FUEL) conference with over 100 attendees
- Designed and created the 2017 FUEL conference website using Wix.com

Technica: The All-Ladies Hackathon, Director of Information Technology

May 2016 – November 2016

- Contacted local service providers for internet services (obtained services from Trade Show Internet)
- Reached out to campus transportation, police department, and audio department to design hackathon layout

SKILLS

IT: Microsoft Windows, Chrome, macOS

Software: Microsoft Excel, Microsoft Office, Adobe Suite, Google Analytics

Technical: Java, SQL, HTML, CSS, JavaScript, R, Python