JENNIFER ZHANG

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EDUCATION

CARNEGIE MELLON UNIVERSITY   Pittsburgh, PA
Bachelor of Science   Expected May 2024

    Major in Information Systems; Minors in Human-Computer Interaction and Media Design
    Cumulative GPA: 3.92; Dean's List, High Honors 2021-2023
    Relevant Coursework: UI/UX design, Software Engineering; Application Development; Project Management; Data Analysis

WORK EXPERIENCE

ERIE INSURANCE (Fortune 500 insurance company)   Erie, PA
IT Customer Service Portfolio Intern   May 2023 – Aug 2023

- Improved the Sprint 0 tracker template, incorporating user experience (UX) enhancements, resulting in enhanced user satisfaction and streamlined task management processes within the portfolio.
- Developed and presented a visually intuitive version of the tracker in Miro, promoting effective collaboration and understanding among teams, resulting in improved coordination and alignment on project activities.
- Facilitated cross-team alignment by improving shared understanding of pre-sprint 0 and sprint 0 activities, fostering seamless collaboration and coordination, and promoting a cohesive work environment.
- Collaborated with portfolio peers and leaders to refine lead roles and develop a finalized RACI, ensuring clear accountability and ownership, leading to improved team dynamics and optimized workflow.
- Conducted in-depth exploration of Clarity's roadmap feature, providing a proof of concept and documentation of its benefits, issues, and considerations, enabling informed decision-making and enhancing project planning and execution.
- Fixed several CSS defects in a new Mendix application, resulting in a more consistent, visually appealing, and user-friendly application

Asset Management Analyst/Project Management Intern   May 2022 – Aug 2022

- Developed a comprehensive CM practice guide for IT Service Management, which enabled the team to establish and maintain an effective and efficient configuration management process.
- Managed Configuration Items (CIs) in the Configuration Management Database (CMDB) by creating and updating them to ensure that all the essential information was captured and up to date.
- Compiled quarterly metrics to compare the CIs in the CMDB to their source documents, identifying discrepancies and allowing us to quickly address any issues.

UNIVERSITY PROJECTS

CONSULTING PROJECT   Jan 2023 – May 2023

- Increased signups and adoption rate by improving Pittsburghers for Public Transit's website through increased calls to action, event list integration, and increased accessibility features using WordPress and EveryAction with a team of two CMU students.

FULL STACK APPLICATION PROJECT   Aug 2022 – Dec 2022

- Created a user-friendly interface for accessing activities to do when bored using HTML and CSS.
- Built a server to process requests and retrieve data from an API containing activity information using Javascript, passing information to the interface for the user.

APPLICATION DESIGN AND DEVELOPMENT PROJECT   Jan 2022 – May 2022

- Built a mock e-commerce site using Ruby on Rails, including authorizations and authentication, front-end design, REST APIs, and back-end database design.

ADDITIONAL

Technical Skills: Software Development Life Cycle (SDLC); Agile; Microsoft Project, SQL; Proficient in Python, Java, HTML, CSS
Certifications & Training: Mendix Rapid Developer Certification