

# YUN (JESSICA) YAN

(574) 292-8774 • [yyan5@nd.edu](mailto:yyan5@nd.edu) • [yyomoment.github.io/yan-yun/](https://yyomoment.github.io/yan-yun/) • [www.linkedin.com/in/yan-yun/](https://www.linkedin.com/in/yan-yun/)

## EDUCATION

### UNIVERSITY OF NOTRE DAME

Master of Science in Business Analytics (STEM designated)  
GPA: 3.917/4.0; Merit-based \$25,000 Fellowship Recipient (TOP 1%)

Notre Dame, IN  
Expected: May 2020

### XPAN JIAOTONG UNIVERSITY

Bachelor of Economics in Finance; Siyuan Scholarship Recipient (TOP 30%)

Xi'an, China  
Jul 2019

### COPENHAGEN BUSINESS SCHOOL

International Summer University Program

Copenhagen, Denmark  
Jun – Aug 2017

## PROFESSIONAL EXPERIENCE

### SMARTSENSE BY DIGI

**Analytics Student Consultant, Customer Success Team** (*Python, R, Tableau*)

Notre Dame, IN  
Jan 2020 – Present

- Analyze customer requests and response behaviors; predict support request volume overtime to improve support process;
- Identify key drivers of customer satisfaction in different product lines and industries to team's future marketing strategies;
- Develop a real-time dashboard to track customer support operations and improve team's awareness of implementation activities.

### IT, ANALYTICS AND OPERATIONS DEPARTMENT, UNIVERSITY OF NOTRE DAME

**Graduate Research Assistant, Machine Learning** (*R, Python*)

Notre Dame, IN  
Jan 2020 – Present

- Develop and optimize machine learning algorithms tailored to students' learning goals and practical in solving real-life problems;
- Document codes, create graphics, texts and instructional slides, and review literature for machine learning textbook editing.

### DIDI CHUXING (TOP 2 UNICORN COMPANY IN CHINA)

**Data Scientist Intern, International Business Technology Department** (*Python, R, HiveQL, Tableau*)

Beijing, China  
Feb – Jul 2019

- Designed and drove A/B tests, interpreted experimental results and made strategic recommendations based on findings;
- Extracted data using HiveQL and analyzed driver behavior patterns by metrics; explored and identified reasons behind drivers' long-term idle period; assisted in implementing customized operation strategies towards different driver segments;
- Clustered riders' cancellation behaviors into different scenarios and developed Tableau dashboards to monitor cancellation rates;
- Automated experimental analyses broken down by hours, order requests and supply-demand ratio; output adopted by the team.

### ACCENTURE

**Business Intelligence Intern, QHgas ERP Project Team** (*SAP Hana Studio, SAP Lumira Designer, Python*)

Xi'an, China  
May – Dec 2018

- Identified key metrics and visualized the data and designed web interactions with JavaScript, CSS and various components in SAP Lumira Designer; dashboards highly promoted and used by client's management board for monthly meeting and monitoring;
- Built a predictive model and handled seasonality using Python to give a reference purchase amount for the client each month; saved 20% purchase expenses and storage costs for client's logistics department in the next 3 months.

### CENTER FOR EXPERIMENTAL ECONOMICS IN EDUCATION

**Research Assistant, Rural Countryside Health Research Group** (*R, Stata*)

Xi'an, China  
Apr – Sep 2018

- Cleansed 38K rows of raw data collected from the questionnaire about Chinese village clinics with R and Stata;
- Conducted regression modeling on how Chinese medicine education background affects prescription behaviors of doctors.

## DATA SCIENCE PROJECTS

### SPOTIFY LIKE SONG ANALYSIS (*R, R Shiny*)

- Retrieved audio features of 55,557 songs via Spotify Web API; built a song popularity predictor by lasso and linear mixed model;
- Applied Logistic Regression to predict whether a song will be liked based on its musical attributes; deployed it in a [R Shiny App](#).

### H1B ANALYSIS (*R*)

- Scraped 2 million data from H1B database and visualized descriptive analysis of U.S. analytics-related job markets with ggplot2.

## LEADERSHIP & SERVICES

### MENDOZA COLLEGE OF BUSINESS, UNIVERSITY OF NOTRE DAME

**Student Ambassador**

Notre Dame, IN  
Sep 2019 – Present

- Delivered informational campus tours to prospective graduate business students and addressed questions and concerns;
- Collaborated with the admission team and 10+ fellow student ambassadors to organize events such as webinar student panels.

## TOOLS & SKILLS

**Tools:** Python, R, SQL, Hive, R Shiny, Tableau, VBA, SPSS, Stata, SAS, Google Analytics

**Skills:** Exploratory and Predictive Analytics (Logistic Regression, Random Forest, Boosting Tree), Clustering, Association Rule, Statistical Inference (Bayesian Data Analysis, Linear Mixed Model), Experiment Design