

Jia Liu

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EDUCATION

San Diego State University, San Diego, CA **August 2021 – May 2025**
Bachelor of Business Administration, Management Information Systems GPA 3.73
Minor: Chinese Studies
Relevant Classes: Statistical Analysis | Business Intelligence and Analytics | Data Management Systems

WORK EXPERIENCE

Catering Associate **March 2021 – Present**
San Diego State University Dining

- Delivered exceptional service to 500+ guests at corporate and university events, ensuring smooth operations and client satisfaction.
- Collaborated with teams to set up, serve, and break down events, cutting turnaround time by 20%.

Legislative Intern **November 2023-May 2024**
San Diego County Supervisor Joel Anderson

- Conducted quantitative analysis and managed 1000+ data entries to support program insights and grant initiatives.
- Engaged with constituents through phone calls, emails, and in-person meetings, fostering positive relationships and addressing their needs effectively.

PROJECTS

Data Analytics Trainee **August 2024 – December 2024**
Global Career Accelerator Program

- Analyzed over 100,000 rows of real-world datasets (e.g., YouTube, Spotify) using Excel to generate data-driven insights and recommendations.
- Built 25+ Tableau dashboards to visualize performance metrics and identify growth opportunities.

Business Analyst **September 2023 – December 2023**
Sentinull Security

- Conducted financial analysis for a cybersecurity startup, modeling cost-saving scenarios using Business Process Mapping.
- Presented insights to IT professionals, leading to the adoption of new practices that boosted their financial performance by 15%.

TECHNICAL SKILLS & LAN

Programming & Tools: Python, MySQL, HTML, CSS, SAP, RapidMiner
Data Analysis & Visualization: Excel (Pivot Tables, VLOOKUP), A/B Testing, Tableau, Power BI
Languages: English (Fluent), Mandarin (Proficient), Cantonese (Conversational)