Jiehwan Yang

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Data Analytics Blog: http://z.umn.edu/metricstudio

EDUCATION

University of Minnesota at Twin Cities   **Graduate in May 2022**
- Candidate for Bachelor's BSB Management Information Systems
- Minors: Computer Science, Statistics, Business Analytics   **GPA: 3.78/4.00**

PROFESSIONAL EXPERIENCE

QA Data Analyst Intern   July – August 2021
Electronic Arts (EA)   Seoul, South Korea
- Reduced 40% in bug search time and 10% less duplicate bug tickets on JIRA by developing a web application using R Shiny to find similar bugs in the past based on TF-IDF text mining method
- Optimized the process of assigning a bug to the most competent SE – expecting to reduce SE assigning time and increase Bug Fix Success rate
- Created a Power BI dashboard for comparing Bug Fix Performance of SEs based on four KPIs: Bug Impact, # of Bugs Fixed, Bug Fix Time Taken, and Bug Fix Fail Rate
- Presented my projects in Asia studio analytics meeting with 80+ stakeholders from multiple levels of technical expertise

Statistical Data Analyst Intern   May – June 2019
LINE Corporation   Seoul, South Korea
- Built machine learning models in Python to analyze contributing factors for long-term and paying mobile game users by countries
- Conducted A/B testing to evaluate if suggested items pop-up at checkout will generate revenue, resulting in 4% increase in revenue from treatment group
- Saved 30 minutes of writing manual daily reports by automating query execution in HiveSQL and Python
- Communicated daily with game planners for user analysis and improvements in a newly published game

Data Scientist Intern   May – August 2016
Coyote Logistics (UPS Company)   Chicago, IL
- Built a random forest model to predict cancelled loads that sales representatives can refer to before making a contract with carriers, resulting in expected savings of $140,000 per week
- Developed an end-to-end Carrier Recommendation web application integrated with a predictive model on cancelled loads by using Python, ZeroMQ, and C# .NET
- Built end-to-end data pipelines on > 3.5 million loads using ZeroMQ
- Communicated with Sales, BI, DBA teams to gain insights on feature-engineering for the machine learning models

Business Intelligence Engineer Intern   June – August 2015
Coyote Logistics (UPS Company)   Chicago, IL
- Reduced 30% of Tableau and SSRS report directory requests by implementing Elasticsearch-based search engine on a web application I developed in C# .NET
- Created a "Self-Reporting Dashboard Service" tool using ELK Stack, which allow non-technical users to create their own KPI dashboards – expected to reduce 20% of report requests to the BI team
- Built end-to-end data pipelines on > 3 million loads using ELK Stack and RabbitMQ
- Conducted interviews and surveys to find out the end users' experience with the existing reporting service and reflected their opinions on the project

LEADERSHIP EXPERIENCE

Sergeant   Seoul, South Korea
Republic of Korea Military Police   March 2017 – December 2018
- Facilitated better communication between army officials and foreign diplomatic offices
- Developed an automated scheduling tool in R Shiny which helped distribute work units to 3-hour shifts in different areas

SKILLS

- **Certificates**: SQL Developer certificate, Linux Professional Institute certificate, Korea Logistics Trade certificate
- **Programming Tools:** Python (scikit-learn, pandas, numpy, matplotlib, scipy, plotly, tensorflow, keras, pyspark), R (ggplot2, r shiny, dplyr, leaflet), SQL(SQL Server, MySQL), MongoDB, Elasticsearch (ELK Stack), RabbitMQ, C#, .NET, Excel, SAS, Tableau, Power BI, Hadoop