Han Zhang

SUMMARY OF QUALIFICATIONS

- 1 year of experience in **computer science teaching** in educational institution.
- 3 years of experience in **data processing and analysis** in life insurance company.
- 3 years of experience in ecommerce, **internet marketing** and sales data analysis.
- Active and **strong personality**, ability to **work under pressure**.
- Capability of fast **self-learning** and **leadership**.
- Programming languages: Java, SQL, Python, C++, R, HTML+ CSS, JavaScript
- Application software: MS Excel/Word/PowerPoint, Tableau, Adobe Photoshop
- Language: English, French, Mandarin

WORK EXPERIENCE

Computer Science Teacher
CDE college, Sherbrooke, Canada   Nov. 2020 – Now
- Guide students to get familiar with the classical operating systems, help them mastering the ability to use the MS-DOS alike commands in the **Command Line Interface**, write **script** in **batch files** to create utility apps in Windows environment, etc.
- Help students to understand the basic concepts of **DBMS**, especially the RDBMS, the DDL, DCL, DML, the ER model, the schemas, keys, etc., and the construction and manipulation of a database in **MySQL**.
- Guide students to know about the basic **data structures** (such as Array, Linked List, etc.) using **C++.**
- Introduce the basic layered architecture of **computer network**, such as OSI model, the TCP/IP model, and the protocols of each layer.

Service Desk Technician   Aug. 2019 – Feb. 2020 (7 months)
CGI Inc., Sherbrooke, Canada
- Assisted the clients to **troubleshoot** the computer hardware, software and network issues by telephone and intranet.

Information Supervisor   Jun. 2014 – Jun. 2017 (3 years)
EuroArt Linen Textile Co., Ltd., Harbin, China
- Designed and deployed the **internet marketing** scheme, includes the creation of the company page on social media (Facebook and WeChat), the creation of an online store, etc. What we have done helped the company increased the sales by 20%-30%.
- Followed the orders and **analyzed** the sales and customer data monthly (**by Excel**).
- Maintained the website, and updated the contents of which periodically.
- Constructed the Local Area Network (LAN) of this company, troubleshooted the PC and network issues.

Data Analyst   May 2011 – May 2014 (3 years)
China Life Insurance Company, Harbin, China

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- **Extracted** the sales data from database daily. **Computed** the new/renewal premium and other relevant key factors from the insurance agents in the 13 branches, **compared** it to the historical data, and the data from competitors in the same region (by **Excel**).
- **Traced** the employee turnover of insurance agents daily. Calculated the **commission** of the agents in each branch (**by Excel**).
- Assisted the department manager to make **Key Performance Indicator (KPI) analysis.**

EDUCATION

Master's in Computer Science   Sep. 2017 – Dec. 2019
Bishop's University, Sherbrooke, Canada

Relevant courses: Probability and Statistics, Data Structure and Algorithms, Data Visualization, Data Analysis in R, Statistical Learning by Python, Pattern Recognition, Database Software Design

Master's in Intelligent Transport Systems   Jan. 2007 – Oct. 2010
Linköping University, Norrköping, Sweden

Bachelor of Electronic Information Engineering   Sep. 2002 – Jun. 2006
Harbin University of Commerce, Harbin, China

PROJECTS

Customer clustering based on RFM (recency, frequency, monetary) models using K-Means.

Team Leader   Oct. 2019 – Dec. 2019

- **Extracted** the data from an online store based in UK in the form of CSV.
- **Coding** in **Python**, imported the dataset into "pandas" data frame in python, **filtered** the corrupted data, normalized it, then **chose and add** the relevant features (columns in a table) for creating the RFM model, and "**group by**" the records twice to reform the original table and construct the model, finally, the data frame will have 3 features (recency, frequency and monetary) and this data will be the input of the **K-Means** model.
- Used the K-Means to group the customers into 3 **clusters**, and labeled them as "very important customer" (low recency, high frequency, high monetary), "important customer" and "not important customer". Thereafter, according to the "labels", the online store could give different marketing schemes to different groups.