Han Zhang

SUMMARY OF QUALIFICATIONS

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

WORK EXPERIENCE

Enrollment Data & Process Analyst
Bishop's University, Sherbrooke, Canada   Feb. 2022 – Now

- Pull the students' admission or enrolment data from the database management system (Power Campus), analyze the data (mostly in **Excel**) based on the requests from different departments in the university or from government / organizations / companies. Write **Excel functions** (formulas) or **VBA code** based on the needs; create the **pivot table** to aggregate the results by certain variables and present the data using different charts as needed.
- Create admission reports weekly (or bi-weekly).
- Publish the retention / graduation / full time equivalence reports in a certain period and assist manager to create enrollment prediction model for the coming years.

Computer Science Teacher
CDE college (now Cestar College), Sherbrooke, Canada   Nov. 2020 – Nov. 2021 (1 year)

- Guide students to get familiar with the classical operating systems, help them to master 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.
- Give students the basic knowledge about the **Visual Basic for Application (VBA)**, particularly the **VBA for Excel**.
- Help students to understand the basic concepts of **database management system (DBMS)**, especially the relational database, 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

- Create the customer tickets in Service Now.

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- 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.
- Tracked the orders and **analyzed** the sales and customer data (**by Excel**).
- Made **Key Performance Indicator (KPI) analysis.**
- Maintained the website and updated the contents of the web periodically.
- Constructed the Local Area Network (LAN) of this company, troubleshooted the PC and network issues.

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

Project Based
Project topic: Customers clustering based on RFM (recency, frequency, monetary) models using K-Means.

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

Thesis Based
Thesis topic: Real-time traffic information estimation by cellular networks (simulated in AimSun)

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

Dissertation topic: MP3 player chip design