Joy Zhang

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University of California, Berkeley Expected Graduation: May 2026

B.S. Industrial Engineering and Operations Research, B.A. Data Science; GPA: 3.617/4.0

Relevant Coursework: Linear Programming/Network Flows, Machine Learning, Risk Analysis, Quality Control/Forecasting, Introduction to Stochastic Processes, Nonlinear/Discrete Optimization, Simulation and System Modeling, Data Structures and Algorithms, Human Ergonomics

EXPERIENCES

Amazon Air | *Technical Program Manager Intern* June 2025 - Current

- Built a dynamic Amazon QuickSight dashboard to track 2024 delay code performance across all Amazon Air flights, uncovering key bottlenecks and proposing interventions projected to increase on-time performance by 48%
- Designed and deployed an AI assistant that supports the ADM team in delay code assignment and API interactions, reducing misclassification rates by 80% and improving data consistency

Dropbox | *Technical Project Manager* Jan 2025 - May 2025

- Recommended the integration of probabilistic time-series models (DeepAR+) and convolutional quantile regression (CNN-QR) to improve demand forecasting and scenario simulation under uncertain global conditions, enhancing strategic resilience by 46%
- Collaborated with cross-functional teams to evaluate existing supplier segmentation strategies and proposed risk-adjusted alternatives to reduce dependency on high-volatility regions (e.g., Taiwan for HDDs)

BIG SUN Group | *Product Project Manager* Aug 2024 - Dec 2024

- Researched innovations in modular data center construction, including immersion cooling and AI-optimized HVAC systems, to reduce total cost of ownership by 15% and improve energy efficiency
- Conducted multi-criteria analysis (cost, climate, accessibility, regulatory incentives) for proposed sites in Texas, Virginia, and Oregon to determine optimal data center placement
- Analyzed public grant mechanisms and developed funding strategies that reduced estimated upfront infrastructure costs by ~20%

Honeywell | *Channel Operations Intern* May 2024 - Aug 2024

- Optimized official guideline documentation for Gamewell-FCI and Notifier accounts, reducing information inaccuracies by 96% in Market Development Funds budget, tier rank, and contact databases
- Automated Salesforce workflows for weekly contact report retrieval and cleansing using Python, cutting down data update time by 46%
- Designed a scalable Excel-based dashboard with pivot tables and conditional formatting to automate the distribution of partner sales reports, improving reporting speed by 85% and reducing manual errors

Ridge Ventures | *CRM Data Intern* Dec 2023 - Aug 2024

- Maintained and optimized CRM databases across Salesforce, Affinity, and PitchBook to track over 500 active deals and startup profiles, increasing pipeline visibility and team efficiency
- Converted and analyzed 1,000+ startup records into dynamic Excel dashboards, enhancing visualization and supporting 60% more data-driven founder engagements
- Developed investment tracking templates that contributed to a 20% increase in successful early-stage investments via improved targeting and diligence

UC Berkeley Institute of Industrial and Systems Engineers | *Director of Corporate and Alumni Relations* Aug 2023 - Aug 2024

- Initiated and secured partnerships with 10+ Fortune 500 companies, organizing tech talks, office visits, and career panels for over 100 student members, improving recruitment exposure and event attendance by 70% YoY
- Launched Alumni and Intern Mentorship programs, facilitating 40 mentor-mentee pairings and enhancing member career outcomes by 90%, based on post-program feedback and placement data
- Revamped marketing collateral for flagship events (e.g., Career Night, Alumni Dinner) using Figma and Canva, leading to 2x increase in RSVPs and greater participation from underrepresented majors

PROJECTS

LeBron Recognition: Built a CNN-based image classification pipeline using ResNet, EfficientNet, and YOLOv9 to detect LeBron James in mixed-media formats, training on both real and AI-augmented data to improve model accuracy

Predicting Housing Prices: Conducted housing price prediction analysis for 500,000+ records in Cook County, CA, utilizing feature engineering, multiple regression, and cross-validation, achieving 35% accuracy improvement

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Technical Skills: Python (Intermediate), CRM Platforms (Advanced), Excel (Advanced), Tableau (Intermediate), Java (Intermediate), MATLAB (Basic), UI/UX Design, Figma, Prototyping, User Modeling, Tech Consulting, Product Management, Six Sigma Belt Certification

Awards: PWC Case Challenge Finalist, Ascend x Omnii Case Competition Finalist, Sigma Math Competition Honor Award, Kids Artistic Revue 1st Place (Solo), KAR Elite 1st Place and All-Stars (Group), Valedictorian

Interests: Dance, Photography, Doodling, Traveling, Stock Trading, Fitness, Videography, Fashion Design, 3-D Modeling, Boba