

Ethan Pan

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SUMMARY

Innovative entrepreneur with extensive experience in AI, RPA, and autonomous systems. Proven track record in strategic leadership and product development, leading cross-functional teams to optimize data pipelines and enhance project execution. Skilled in Python, SQL, and AI technologies. • Entrepreneur and innovator joined several startups, strong Strategic Leadership skills and Product Development skills

- 15+ years of engineering related working experience.
- 8+ years Program Manager/Product Development experience. Strong Strategic Leadership and Operational skills, able to wear multiple hats, Hands-on Agile, SDLC
- Green Card holder, US permanent resident
- 10+ years Experience in intelligent automation- Robotics Automation Process-RPA, UiPath certified, BluePrism, Jira, confluence. Task Capture, Visio, Task Mining, Insights.
- Robotics Engineer and Enthusiast. Able to use ROS, python, Simulink, MATLAB, and SolidWorks for robotics research.
- Experience in Robot Motion Planning and Navigation, trajectory optimization, A* algorithm, PRM, RRT.
- Experience in data modeling and quantitative analysis using advanced python, SAS, R skills regression modeling
- Capacities to interpret and analyze data, build up statistical models, identify trends and generate reports.
- Strong analytical, interpersonal multi-tasking and oral/written communication skills.
- Self-starter, able to work independently and under pressure, detail-oriented; excellent problem solver

Skills: Operational Strategy, Marketing Strategy, ROS, Python, MATLAB, SQL, SAS, R, Machine Learning, Jira, UiPath, BluePrism, Task Capture, Insight, C, MySQL, UI/UX, Big Data, Data Analysis, SolidWorks, Simulink, Maple 14, CRM, SaaS, ERP, CMS, Magento, QuickBooks, SEO, PPC, PIC, Teamwork, Leadership, Communication. Digital Marketing. DevOps, langchain, LLM, NLP, OpenAI, Azure OpenAI Service, Vertex AI, MongoDB, Redis
Github link: <https://github.com/jpan3453/jinwei-pan-portfolio>

EXPERIENCE

🏠 **HOUSEI, Senior AI Engineer**

Charlotte

Aug 2024 - Present

- Spearheaded the development of AI-designed homes, integrating advanced robotics and modular construction, resulting in faster and more efficient home assembly.
- Led the creation of The AI Center, As individual contributor develop a multi ai agent framework. And agentic workflow automation platform. Utilize python, redis, langchain, AWS, react, API, web browser automation, vnc, docker ai model LLM NLP
- Engaged with real estate developers and large-scale buyers, generating multi-million-dollar sales potential by distributing homes across the USA, Canada, and Mexico.
- Led efforts to build an entire department for construction robots-ProbuildRobotics.com, overseeing sales, product orders, distributor and vendor relations, and product design.
- Partnered with a leading U.S. shipping company to distribute homes across the USA, Canada, and Mexico, securing multi-million-dollar bids for client and government contracts.



Charter Communications/Spectrum, Technical Program Manager

Charlotte

Mar 2023 - Aug 2024

Internal Specialized program manager & Specialized business analyst

- The major accomplishment and milestone is that Spectrum wants to increase revenue by introducing PBB plan, (phone balance buyout plan), I was selected and trusted by senior leadership to be the main contributor and POC to take the ownership of PBB RPA project, I'm solely responsible for designing overall RPA business workflow from the begin to the end for PBB project, plus business requirements gathering, functionality brainstorming, insight showcase with stakeholders and end users.
- I am alone successfully helping the company save nearly 4 million dollars in the next 2 years after deployment of RPA automation.
- As the main point of contact of RPA solution for spectrum billing operation, PAC, sale activation, billing assurance, mobile, IT help desk, business department.
- Performed RPA opportunities assessment, requirement gathering, initial TO-BE process, PDD creation, Hyper care, production release. QA testing development clarification.
- conduct meetings with clients and leadership team to showcase the POC demo and yearly saving matrix with clients, successfully automated 35 automations across different functionality teams (RPA & TMS billing automations).

- Introducing Task Capture to the COE team and conducting training for RPA best practices and Visio diagram best practices, successfully persuading internal clients to use Task capture and task mining to capture their daily repeatable business processes.



EY, Senior Management Consultant -Data Analytics and Intelligent Automation

Charlotte

Dec 2020 - Mar 2023

Internal Engagement for EY SDMT- Functional role, program manager

- manage overall team-bio development and design for EY US global and assist for pursuit dashboard
- Helped develop BestBuy chargeback revisal automation processes, interviewed with client's employees, management teams, and other stakeholders, and identified and prioritized opportunities for business processes automation.
- Documented and designed business processes in scope for automation and develop proof of concepts (POC).
- Created project plans, including key scopes, milestones, and timelines; Supported plans for clients to help their automation program achieve long-term success, and collaborated effectively with BestBuy clients and EY stakeholders.
- Hands-on experience with Blue Prism and UiPath, as well as Hands-on experience with implementation of Agile methodologies.
- Personally developed outlook web API automation to get specific email messages/contents from outlook and store them in the work queue.
- Recommended work queue implementation solutions and advised bot numbers to improve the SLA and scalability for client, as well helped Design Solutions design documentation (SDD), RPA architecture infrastructure, implementation, and deployment.
- Supported offshore/onshore Automation COE team in developing deployment and setting up the COE and COE Team Engagement.
- Personally Processed hundreds of PPP loans (over \$16M) for small businesses affected by the covid-19 pandemic using Client internal Relay and salesforce systems.(Citizens Bank)
- Coached peers with 1D/2D draw loan approving process and participated in defying playbook brainstorming with the Client team
- Worked closely with other cross-functional internal support teams and resources
- Built strong and collaborative client relationships and translated technical language into a business context.



iSoftStone, Senior Manager

New York

Jan 2020 - Dec 2020

- Led cross-functional teams to gather and organize client requirements, prioritize backlogs into user stories and actionable tasks, and maximize value delivery throughout the SDLC.
- Acted as program manager and primary liaison between business and technology, collaborating with product managers, partners, and senior-leadership stakeholders.
- Planned and executed eight bi-weekly sprints, sizing and assigning epics & stories in Jira, facilitating twice-weekly scrum calls, and producing status reports with open/blocker items for Senior Director and President.
- Managed onshore and offshore development teams through R1 release, smoke testing, deployment, and post-deployment support.
- Defined and enforced source-control best practices, maintaining distinct release, development, hot-fix, and deployment branches during code-freeze cycles.
- Directed a four-month Tapestry Phase 2 engagement with offshore teams, delivering seven automated processes and 17 business use cases.
- Led UiPath upgrades, ReFramework migrations, and testing for Tapestry clients, including Coach and Kate Spade New York.
- Collaborated with client IT, consulting, and infrastructure architects to capture detailed requirements, design solutions, review PDDs, and provision QA/Production environments.
- Designed RPA architecture, solution specification documents, and deployment handouts for the ReFramework; presented technical designs to Tapestry senior leadership.
- Personally developed an email-listener automation for Westcon-Comstor—configuring queues, triggers, and job scheduling to boost SLA compliance and scalability.
- Engineered work-queue implementation solutions and scaled bot infrastructure to improve throughput.
- Led the development of OCR and computer-vision modules for PDF data extraction.
- Leveraged the RE-Framework to integrate end-to-end automation workflows, handling queue transactions and status updates seamlessly.



Wells Fargo, System Engineer-(Robotics Process Automation)

Charlotte

Oct 2018 - Nov 2019

- Manage all automation and platform of lower environment, from server side, database side, visual machine side.
- Help training all new joined QA teams and Dev teams, help them set up all blue prism and UiPath platform and also configuration they needed to start the work.
- Design solutions utilizing the best RPA to develop automation for the onboarding process for new members
- Design lead to lead the design project for the business team. define the design requirement and checklist for the early design process
- Work In an architect role, setting up the system for default tenant, QA tenant, dev tenant for testing for pre-prod automation
- Received UiPath developer certification

- Design solutions utilizing the best RPA (Robotic Process Automation) practices and maintain technical responsibility for project delivery
- Participate in staging and deploying automation solutions into test and live environments.
- Understand the business process and create process flow diagrams, gather requirements from business units, and analyze them to determine if they would be suitable for automation.
- Develop and implement Robotic Process Automation tools such as UiPath and Blue prism.
- Extensively work on debugging applications to fix bugs and maintain production support.
- Gain extensive knowledge of UiPath architecture, Blue Prism RPA Tools, and technical design of documents within the automation space
- Document configuration best practices, and create and maintain solution documentation.
- Support, maintain, and improve automations process and bot performance base on method of six sigma.
- Exam log file and queue session to detect root cause of automation issue and perform fixing.
- Perform administrative duties setting up parameters, environment variables, credentials, etc. for new VDI's machine and process objects.



Yang2020 , Data Scientist

New York

Nov 2019 - Jan 2020

- Using SQL to pull big data (337million rows data) from relational database Civis Analytics for DNC national voters and Phoenix consumers data.
- Applied join/unit to gain total parent number with kids age under 18 and used statistics modeling to predict the total parent number with kids under age 25 (79million rows data) as part of the campaign persona project.
- Gain experience reporting, utilizing data visualization, and cleaning data via Python.
- Import data into Jupyter notebook Panda library and build model and analysis Insight into what the data can show us, strategically and politically.
- Using Beto and Andrew Yang's donor info and zip-codes to Perform deep analysis on data using statistics to predict the correlation between Beto and Yang's donors, then predict the common zipcode area that the campaign should send digital ads.
- Working with APIs to move data between platforms; improving and automating existing data pipelines and creating reporting structures.
- Learn scikit-learn, Pandas Numpy, Stack, and Time Series Analysis etc
- Use machine learning techniques, Supervised Learning (GBM's, Neural Networks), Unsupervised, and Dimensional Reduction.



EsianMall, CEO-Founder

New York

Jul 2014 - Jun 2018

- As Founder, made development strategy and orientation by running management method, conducting market research, competitor analysis, customer insight, pricing strategy and benchmark and targeted at more than 790,000 active customers using analysis tools, Acquired in 2017
- Managed and directed a team of 15+ Employees at all times.
- Also work the role as solution architect to Collaborated with CTO to launch the website by establishing servers, managing the backend, designing the frontend structure and UI/UX and developing API and extension for ERP, SEO, PPC/CPC
- Developed and set up the warehouse logistics system by prioritizing the location and layout of the warehouse, managing more than 3,000 SKU and integrating UPS and USPS shipping systems.
- Conducted marketing process by a series of SEO methods, promoted the website by Google (rank 3rd for personalized subscription products) and resulted in a constant increase of 10% of website traffic monthly.
- Works with business partner to develop technology concepts, requirements, design alternatives, project schedules, and costs for new systems initiatives
- Identify problems and create solutions addressing speed, scale, quality and usability.
- Developed, bug fixed and managed new application modules.
- Worked on enhancing and maintaining our Python-based framework
- Introduction video of the company ESIANMALL: <https://vimeo.com/202961090>
- What EsianBox customers have to say: <https://vimeo.com/202828141>
- Some customer reviews of EsianMall and products: <https://www.youtube.com/watch?v=bIT3knwVMUw&list=PLwYNFnw9SNMZqa90tED4O4Ha9vU9pEU3Z>
- Close to 4 million views of our unboxing video in one of youtuber channel: <https://youtu.be/bIT3knwVMUw>
- EsianMall featuring in BuzzFeed : <https://www.buzzfeed.com/anamariaglavani/subscription-boxes-for-anyone-with-a-sweet-tooth>

EDUCATION



Columbia University in the city of New York

Master • **Mechanical engineering, Robotics, and Advanced manufacturing** • 2014 - 2016

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North Carolina State University

Mechanical Aerospace Engineering • 2011 - 2014

Fundamental Engineering, Mechanical engineering, Automotive engineering

Control engineering, thermodynamic, HVAC, Research Engineering Design Engineering, Vibration , Material

LICENSES & CERTIFICATIONS

UiPath Developer Certificate

UiPath • 872654182345250081 •

Blue Prism Developer Certificate

SS&C Blue Prism •

Fundamentals of Quantitative Modeling

Wharton Online • W4VZQFDYT7HR •

Learning Python

LinkedIn • AQLvEZoKUy-bzQj6No8Fyhzo3qsA •

Programming Using Python

University of Michigan • G2RBYBABQW5Y •

SKILLS

Operational Strategy, Marketing Strategy, ROS, Python, MATLAB, SQL, SAS, R, Machine Learning, Jira, claude code, vnc automation

UiPath, BluePrism, Task Capture, Insight, C, MySQL, UI/UX, Big Data, Data Analysis, SolidWorks, Simulink, Maple

14, CRM, SaaS, ERP, CMS, Magento, QuickBooks, SEO, PPC, PIC, Teamwork, Leadership, Communication. Chatgpt, AI, RPA

Digital Marketing. DevOps, langchian, LLM, NLP, OpenAI, Azure OpenAI Service, Vertex AI, MongoDB, Redis

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