

# JIA-YI (Keziah) JIAN

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## EDUCATION

**University of Illinois at Urbana-Champaign**

**May 2021**

*Master of Science in Information Science (STEM Degree)*

**GPA: 3.73/4.00**

**Fu Jen Catholic University, Taipei, Taiwan**

**Sep. 2013 – Jun. 2017**

*Bachelor of Business Administration of Finance and International Business*

**GPA: 3.39/4.00**

## PROJECT

- Migrated Web applications on Amazon Web Services to satisfy new application requirements
- Built a RESTful web application with the Python Django

## WORK EXPERIENCE

**Digital Forest Technologies (South African worldwide top5 online gaming provider)**

**Taipei, Taiwan**

*Business Analyst in IT Service Management*

**Feb. 2018 – Jun. 2019**

- Operated a scalable IT Service Management System platform for over 500 users daily based
- Transformed business requirements collected from customers and internal IT engineers to applicable workflows
- Collaborated with remote developers in different time zone to complete user experience enhancement projects
- Maintained over 50 customer notifications sent from the IT Service Management system with HTML
- Analyzed the network traffic and system performance to prioritize service requests
- Negotiated sufficient resource delivery from the remote developers during a business trip to South Africa

**Microsoft**

**Taipei, Taiwan**

*Marketing Administrative Intern in Small and Midmarket Solutions*

**Jul. 2016 – Jun. 2017**

- Coordinated between marketing manager and remote developers to ensure the effective webinar website design
- Supported over 40 marketing campaigns to increase consumer consumption of products
- Managed over 50 Microsoft Azure webinars with Microsoft partners which attended by over 500 developers
- Collaborated with Taipei City Government to hold the 2017 Taipei Employment Expo

## SKILL AND LANGUAGE

**Languages:** Mandarin (Native), English (Fluent)

**Skills:**

Proficient: HTML, CSS, JavaScript, BMC Software-ITSM platform, ATlassian-JIRA, ATlassian-Confluence

Intermediate: Python, R, Python-Django, Amazon Web Services, Microsoft SQL Server, Microsoft CRM System

## CERTIFICATE

- *The Complete 2019 Web Development Bootcamp* - Udemy **Present**
- *Career Certificate - International Students (CC-I)* **Nov. 2019**
- *Programming for Everybody Specialization* - Coursera **Aug. 2019**
- *Python Programming Course* - National Taiwan University Information System Program **May. 2018**
- *Business Analysis with SQL and R* - National Taiwan University Information System Program **May. 2018**
- *Innovation and Social Entrepreneurship Certification* - California State University Long Beach **Apr. 2015**