

JIEBIN “ALEX” ZHU

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EDUCATION

Syracuse University

Syracuse, NY

School of Information Studies

Mar 2022

Master of Science – Applied Data Science

GPA: 4.0/4.0

Martin J. Whitman School of Management & School of Information Studies

May 2020

Bachelor of Science - Finance; Information Management & Technology

GPA: 3.81 / 4.0; Dean's List

WORK EXPERIENCE

WAYFAIR

Boston, MA

Product Associate

Oct 2020 – Present

- Identify inefficient workflows within the team that takes 2-3+ hours of daily manual work to process user submitted errors and scripted in an automation for this workflow, reducing the manual time spent by our team down to less than 5 minutes
- Responsible for managing and troubleshooting of 200+ tools when issues are reported by users
- Partnered with the data engineering team to identify the proper data source and create a dynamic dashboard in Google Data Studio for monthly reporting and visibility for 300+ stakeholders
- Collaborate with Associate Directors and Directors within the department closely on department wide initiatives for 170+ people to oversee roadmap plannings, track engineering imperative OKRs and provide status updates, and community learning events

Product Intern

Jun 2019 – Aug 2019

- Owned an ongoing project initiative called “What’s In the Box” and collaborated with a team of engineers to improve the current process of displaying the information, globalizing it to different Wayfair owned brand catalogs, and implementing the translation in different languages for a better customer experience
- Utilized SQL regularly to obtain, plan, and compile data to create slide decks for communicating the “next-steps” features with stakeholders that “What’s In the Box” could possibly implement late into Q4 or early in Q1 2020
- Wrote 3 in-depth “How-To” articles on the different projects the team was undertaking, to provide better context for new team members joining in the future, reducing the time spent on onboarding

EZE SOFTWARE GROUP

Central, Hong Kong

Client Services Intern

Apr 2019 – May 2019

- Created a dashboard that tracks the progress of quarterly goals with reports that were generated through Salesforce using Excel VBA, allowing managers to view and plan properly in order to meet those goals
- Edited documents for the New-Hire Employee Welcome Package to ensure a smooth transition for new employees when starting at Eze Software in the Hong Kong office
- Generated a template for over 40 employees to upload their short biography to serve as ice breakers amongst the office and establish better rapport for the co-workers

SKILLS

- Experience with: Python, R, SQL, NLP, Machine Learning, Time Series Forecasting, VBA
- Microsoft Office Suite, G-Suite, Confluence, Jira
- Native in English and Chinese (Mandarin, Cantonese, Taishanese)