

# JIEBIN “ALEX” ZHU

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## EDUCATION

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**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

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**WAYFAIR**

**Boston, MA**

*Associate Product Manager*

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 to <5 minutes
- Led the task in obtaining data to determine time spent per tool, resulted to a decreased ticket amount in our backlog, and improving TAT for stakeholders on existing tickets
- Responsible for managing and troubleshooting of 200+ tools and services for 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 wide scale initiatives for 170+ people for 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 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

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