KRISTIN CHANG

Email: krchang@design.upenn.edu **Portfolio:** https://kristinchang.github.io/portfolio/

SKILLS

GIS: Esri ArcGIS, QGIS, Carto, GeoDa , ENVI, Google Earth Engine
Technical: SQL, R, Python, JavaScript, Technical Writing, Microsoft Office including Excel, Access, and SQL Server Management Studio, Adobe InDesign, Illustrator, and Photoshop
Project Management: Communication, Teamwork, Public Speaking, Problem-solving, Staff Training

EDUCATION

University of Pennsylvania | August 2020 - December 2022
Masters of City Planning (Housing, Community, and Economic Development Concentration)
Masters of Urban Spatial Analytics, 3.95 Cumulative GPA
University of California at Berkeley | August 2014 - May 2018
Conservation and Resource Studies (B.S.), Geospatial Information Science and Technology (Minor)

WORK EXPERIENCE

Data Analyst Intern, Vision Zero
Philadelphia's Office of Transportation, Infrastructure & Sustainability | June 2021 – August 2021
• Performed geospatial analyses on Pennsylvania's Department of Transportation data using ArcGIS to inform the city's Safe Routes to School program and Vision Zero Action Plan.
• Created maps resulting from self-guided projects that aligned with the city's graphic design and color palette to visually communicate findings for Vision Zero Annual Update, shared via ArcGIS Online.

Senior Data Analyst, 2020 Census
United Way Bay Area | October 2019 - August 2020
• Informed the implementation of a $3M+ initiative across the seven-county Bay Area region by compiling data on historically hard to count tracts and forecasting gaps in planned outreach, resulting in the highest average self-response rates in California's hardest-to-count areas of the largest states across the nation.
• Analyzed large datasets and presented statistical analyses to various audiences, including city officials and non-profit organizations, successfully guiding their strategic plans, and increasing outreach.
• Aggregated data for 114 organizations and provided reports to State Census team via ArcGIS based Statewide Outreach and Rapid Deployment (SwORD) platform.
• Self-taught state-selected phonebanking and canvassing application (PDI) and built out operational structure for entire region resulting in 100% of hardest-to-count tracts contacted.
• Assembled toolkits and created and led trainings for PDI engaging over 30 organizations and hundreds of volunteers to make 116,000 contacts about the census, resulting in higher response rates for these tracts than during the 2010 Census.

Experienced Consultant
CloudMed (Formerly Triage Consulting Group) | June 2018 - October 2019
• Designed SQL queries to analyze various hospitals' financial data to identify systemic underpayment risks and recover over $1.2M in lost revenue for clients.
• Refined data aggregation process using Microsoft Power Pivot and SQL Server Management Studio to standardize monthly reports.