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GitHub: <https://github.com/leozhan101/OnboardingChatbot>

## SKILLS

- Proficient in React, Redux, LoopBack, Jupyter Notebook, Node.js, JavaScript, Python, Java, MySQL, C/C++, Excel VBA, Excel, Word, PowerPoint, and Tableau.
- Experienced with Microsoft Bot Framework, Ionic 4, Git and Agile concepts
- Familiar with basic computer networking theories (ex. TCP, UDP, Go-Back-N etc.) by taking networking courses and received 100% for that course.
- Proficient with machine learning and data analysis as demonstrated in a work term and coursework.
- Developed superior problem-solving skills while dealing with complex coding tasks in a collaborative team environment.
- Displayed strong writing, communication, and presentation skills when preparing BDO New Venture Competition report and presentations

## EDUCATION

**Wilfrid Laurier University**, Waterloo, ON, 2016 - Present

**Bachelor of Business Administration Program, Co-op Option**

- Won 2017 BDO New Venture Competition

**Wilfrid Laurier University**, Waterloo, ON, 2016 - Present

**Bachelor of Computer Science Program, Co-op Option**

- President Gold Scholarship (\$5000)

## RELATED EXPERIENCE

**Software Engineer**, Manulife Financial, Kitchener, ON, Sep 2019 – Dec 2019

- Fixed more than 30 bugs for Manulife GBI program (Goals-based Investing program) ranging from disabling background selecting in the frontend to logic and data manipulating in the backend engine.
- Created more than 10 new features including building a new page which summarizes customers and associated financial information.
- Refactored part of the current code base into container and presentational components and updated corresponding tests.
- Used React and redux for the front-end and loopback for the backend. Frontend, especially, had been my main responsibilities during the work term. Therefore, I had a decent understanding regarding React and Redux, ranging from react hooks to redux-saga.
- Demonstrated strong communication and collaboration skills by reporting issues in a timely manner and successfully solving these problems with coworkers to meet the release due date.

**Software Developer**, The Cooperators, Kitchener, ON, Jan 2019 – Apr 2019

- Created a chatbot from the ground up to simplify the onboarding process for new hires using Botframework and Node.js
- Fixed more than 30 bugs for another chatbot which was in production
- Contributed to a web app development process and have some experience on ionic 4 framework
- Completed agile training and applied those concepts during the work term
- Overcame some team dynamic issues with others on my team and got a comment from my former employer saying “worked very well to deal with any possible conflict situations”

**Data Analyst**, Lazaridis Institute, Waterloo, ON, May 2018 – August 2018

- Applied machine learning technique to analyze data using Python
- Used JavaScript to create a visual map
- Tracked all the accelerators and incubators using excel (and VBA)
- Assisted with contract management (more than 30 contracts)
- Organized data from the current and previous companies (more than 300 companies in total)
- Compiled key business metrics and prepared a report based on data analysis (about 30 pages in total) and presented to supervisor.

**OTHER EXPERIENCE**

**Group Member**, BDO New Venture Competition, Waterloo, ON, September 2016 – April 2017

- Gave 4 presentations in total as a team to win the first place out of the competition out of 1<sup>st</sup> year business students.
- Scheduled weekly meetings and organized materials using google technologies.
- Reviewed brain storming ideas (more than 50 ideas in total)
- Handled all financial analysis and calculations based on potential market.
- Conducted research on both financial and non-financial information for 8 months
- The main idea of our venture is to purchase plastics from the ocean cleanup companies, then convert them to be the raw materials for 3D printing and finally sell them to glasses companies.

**ACTIVITIES**

On-campus activities

- Contributed to campus decoration and cleaning
- Volunteered for a religion events, serving prayers with food
- Served as a tutor for two courses

Hobbies and What I did during the quarantine for Covid19

- Fan of martial arts and have experience with both striking and grappling arts
- Reviewed my coursework and took online courses on LinkedIn learning to broaden my knowledge.