

## SUMMARY

**AI-Powered Analytical IT Strategist** with 4 years' experience in e-commerce analytics and predictive modeling

- Generated over \$1M in incremental revenue by developing data-driven growth strategies and AI-powered recommendation engines.
- Integrated AI-driven automation tools into full-stack and DevOps workflows—streamlining processes and increasing efficiency.
- Broad hands-on skills across full-stack development, help-desk support, data tooling and cloud-based DevOps.
- Passionate about architecting scalable, secure, AI-enabled solutions that align technology initiatives with business goals.

## EDUCATION

**Cal State Fullerton**

**Fullerton, CA**

**B.S in Computer Science 2019-2024**

**Graduated**

Full-time student, May 2019 – May 2024

- Completed 120+ units focused on data structures, algorithms, cloud computing, and database systems.

## EXPERIENCE

**American Excel Enterprise**

**San Dimas, CA**

**Marketing Manager / Data Analyst**

**Oct 2014 – Jan 2018**

- Developed PyTorch-based predictive models in Python to forecast customer demand and purchasing trends, improving sales-forecast accuracy by 15% and optimizing inventory management.
- Designed and implemented clustering algorithms for customer segmentation, enabling personalized campaigns and driving higher engagement.
- Built NLP pipelines to analyze 10K+ customer reviews using PyTorch, identified top pain points, and boosted customer satisfaction by 10%.
- Conducted statistical quality-control analyses in R and Python—calculating confidence intervals for product defects—and reduced defect rates by 15%.

**JSL Benefits**

**Walnut, CA**

**Web Developer / IT Specialist**

**Jan 2018 – Jan 2019**

- Conducted ETL and data-cleaning in Python, PostgreSQL, and Excel to inform marketing strategies.
- Built interactive dashboards in Tableau and R, boosting data accessibility by 30% and campaign ROI by 36%.
- Developed and launched the company website (jslbenefits.com) using modern web technologies, driving a 27% increase in web traffic.
- Enhanced customer-service workflows—troubleshooting software, hardware, and network issues—to maintain a >90% ticket-resolution rate.
- Managed version control and automated CI/CD deployments via Git & GitHub, reducing release cycles from weekly to daily.

## Additional Experience

**Fullerton College**

**Fullerton, CA**

**SI Math Instructor**

**Jan 2018 – Jan 2019**

- Led group workshops in Algebra/calculus/statistics, using data-driven lesson adjustments to raise quiz scores by 30%.
- Mentored 30+ students per quarter, refining instructional methods via weekly feedback loops.

## Skills & Interests

- **Programming Languages & APIs:** Python • R • C • C++ • JavaScript • HTML5 • CSS3 • SCSS • Java • Swift • x86 Assembly • C# • GDScript • RESTful API design & integration
- **Frameworks & Libraries:** React • React Native • Pandas • Matplotlib
- **AI & Machine Learning:** PyTorch • Hugging Face Transformers, DeepSeek, Cursor, OpenAI API; and a wide range of emerging AI technologies and frameworks
- **Data Management:** SQL • MySQL • PostgreSQL • Microsoft SQL Server • Google BigQuery
- **DevOps & Cloud:** AWS • Amazon S3 • Google Cloud Platform • Microsoft Azure • CI/CD pipelines
- **Tools & Platforms:**
  - **Security & Networking:** Kali Linux • Wireshark • Metasploit • Gpg4win • Kleopatra • SSH • PuTTY
  - **Virtualization & Containerization:** VirtualBox • Docker
  - **Collaboration & Versioning:** Git • GitHub • Jira • Notion
  - **Office & Analytics:** Microsoft Excel • Google Sheets • Tableau • Alteryx • Jupyter Notebook
  - **IDEs & Engines:** Xcode • Eclipse • Visual Studio • Linux • Maya • Blender • Unreal Engine 4 • Unity • Godot4
- **Data Analytics & Research:** Quantitative Analysis • Probability & Statistics
- **Other Skills:** OOP & UML design • Agile/Scrum • Cybersecurity fundamentals • iOS app development • Networking fundamentals • Mentoring
- **Languages:** English • Korean