JAMES (XINGJIAN) SHAO

• Los Angeles, Ca • 917-214-9644 • jamesshao1221@gmail.com • https://www.linkedin.com/in/jamesxjshao/

DATA ANALYTICS PROJECTS

LinkedIn USC Career Path Analytic Project - Los Angeles   **September 2024 – Present**
- Extracted, transformed, and loaded data from LinkedIn Server to build USC employment reports using machine learning classification on Business Analytics professionals, identifying top 10% industry targeting skills
- Collaborated with program executives to translate targeting skills into analytical KPI dashboard in Tableau, interactive visualization reported to more than 300 cohorts

Humana Healthcare Analytic Case Competition - Texas   **September 2024 – December 2024**
- Analyzed Humana 2023 user database, used python to conduct data-driven modeling solutions to real-world healthcare challenges, enhancing team performance by leadership and model optimization, finished top 20%
- Created and presented dashboards using Tableau, suggesting better user classification machine learning method, integrated generative AI to monitor user activity KPIs, boosted new quarter user status prediction accuracy by 14%

EDUCATION

University of Southern California, Marshall School of Business – Los Angeles, CA   **May 2026**
Master of Science in Business Analytics (STEM)
- Related Courses: Statistical Computing and Data Visualization, Data Driven Decision Makin, Machine Learning

New York University – New York, NY   **December 2022**
Bachelor of Nutrition and Food studies, Nutrition and Dietetics Concentration (STEM)
- Honors: GPA 3.8; Dean's List; NYU Langone Assistant dietitian

EXPERIENCE

Aflac Inc – New York, NY   **March 2023 – May 2024**
Health Insurance Data Analyst
- Collaborated with cross-functional teams to optimize firm healthcare coverage insurance campaigns and configured conversions, increasing client's conversions by 45%
- Implemented data-driven strategy to establish enduring partnership with Nayya, enhance claims experience for customers by integrating supplemental health claims for employers, exceeding revenue target by $50000
- Partnered with Langone, Northwell, negotiating on network contract customization and cultivated enduring B2B agreement based on data-driven metrics, increasing reimbursement rate by 5%
- Consulted biotech client with attentive and expedient service, promptly communicating inquiries and concerns related to clinical provider policies to ensure 95% client satisfaction

Square Fare LLC – New York, NY   **September 2022 – December 2022**
Business Analyst
- Imported, merged and debugged sales data to establish business reports using SQL Server Reporting Service (SSRS), streamlining business decision-making process for 32 New York restaurants
- Developed dashboards analyzed 14 Manhattan restaurants and 15 Brooklyn restaurants' sales and revenue data to build data visualization for owners with non-technical background, initiated 3 partnerships from meeting
- Constructed and modified online ordering system for restaurant Le Botaniste, save $3000 labor expenses monthly
- Conceptualized and proposed company expense record template in MS Access, simplifying documenting system and cutting 10% of accounting department's workload

SuperDry Plc – Shanghai, China   **January 2019 – December 2019**
Marketing Associate
- Evaluated sales data and operational metrics to design new store layout and advertising strategy, leading to 1 launch of third-largest store in Asia Pacific region
- Created innovatively 2019 Winter Olympic Capsule Collection online marketing campaign on social media, including TikTok and Weibo, exposure impacted 100000 clicks across platforms

SKILLS & INTERESTS
- **Expertise:** Communication, Leadership, Teamwork, Self-management, Collaboration, Work Ethic, Critical thinking, Interpersonal skills, Project management
- **Data:** Advanced proficiency in Python, SQL, Tableau, Generative AI prompt writing, Crystal, Power BI, SSRS, DTS, Snowflake, Sisense, A/B testing