Shuang(Lily) Liang

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SKILLS

Languages: Java, JavaScript, TypeScript, React, React-Native, Graphql, Python, R, SQL
Tools: Git, IntelliJ, VSCode, SSDT, Tableau, MS Project/Excel

EXPERIENCE

ThoughtWorks   Wuhan, China
Software Developer   Jan 2021 – Dec 2021

- Built an admin web and a mobile app for a home service company. Through the apps the office could modify or dispatch work orders, notify or receive data from technicians.
- Implemented functions including payment, invoice, financing, location, and offline mode; integrated all features compatible with iPad/iPhone and android through responsible design and native module.
- Developed complex UI components like searchable dropdown, as well as used tech enhancement to improve performance, interaction, and animation to provide high-quality user experiences.
- Followed Agile XP, focused on OO Development, TDD, and clean code, to ensure quick responses, and timely delivery of products and services.

Bank of New York Mellon Corporation   Everett, MA
Intermediate Representative, Client Service   Mar 2017 – Jan 2018

- Provided full service in cash, FX, securities, and mutual funds transactions; extracted real-time data and related corporate actions from Bloomberg to keep clients post with business accounts changes.
- Knew clients' backgrounds and preferences to and maintain good relationships with ten key clients, investment managers, and other interested parties.

PROJECTS

Data Warehousing Project

- Used SQL Server created data warehouse for a chain restaurant and designed a star schema for OLAP.
- Defined the company KPIs (average check size/customer revisit rate/cost percentage), visualized analysis in Tableau with storytelling dashboards to help the management team understand the business quickly.
- Recommended strategies to the management team on business line expansion and employee pipeline building.

Direct-Mail Fundraising Project

- Utilized R to conduct data mining to improve the cost-effectiveness of direct marketing. Applied GLM, random forest, and neural network to predict donors and estimate donation amounts based on social demographics and historical donation records.
- Optimized the model to our needs by turning the classification threshold value to include a bigger potential donor scope. Identified the model with the best performance by comparing recall/ROC graph, Suggested the best classifier to capture donors.

EDUCATION

University of Massachusetts Boston   2018 – 2020
Master of Science in Business Analysis, *GPA: 3.5*
Courses: Multivariate and Regression, Data Warehousing, Data Mining, and Project Management

University of Massachusetts Boston   2014 – 2016
Bachelor of Arts in Economics, *GPA: 3.8*
Honors: CLA Students Dean's List Final Year, Joann Phelps Stewart Merit Scholarship for Econ Major