Shannon Lu

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EDUCATION

Carnegie Mellon University / Pittsburgh, PA   August 2016 — May 2020
Dietrich College of Humanities & Social Sciences Dual Degree   GPA: 3.8 / 4.0
B.S. in Information Systems, Minor in Human Computer Interaction   University Honors
B.S. in Statistics & Machine Learning   Senior Leadership Recognition

PROFESSIONAL EXPERIENCE

Attentive — Associate Technical Account Manager / Remote   *Aug 2020 - Sept 2021*

Attentive is a personalized text messaging platform changing the way consumers interact with businesses and organizations.

- Served as a technical resource for Client Strategy to assist in the resolution of technical requests involving third party integrations, on-site creative functionality, message-sending functionality, and Attentive APIs
- Successfully resolved ~750 client issues ranging from troubleshooting specific client implementations to scoping new platform-wide integration functionality
- Supported one mid-market account as their designated technical point of contact, orchestrated their custom data bridging initiative which resulted in the account converting from trial to long term deal
- Worked cross-functionally with members of the Product & Engineering teams to provide feedback during the design and development of new internal tooling
- Built department-wide onboarding session to train new Client Strategy hires on the Attentive tag, presented to 98 new hires in the span of 4 months
- Created training materials for 5 key technical topics as part of a training curriculum for future Technical Account Managers, in an effort to establish a more effective system for sharing knowledge across the team
- Onboarded 2 new teammates, facilitated their initial training and continued to serve as a resource throughout

RESEARCH EXPERIENCE

Black & Veatch Incident Data Reporting Dashboard   *Sept 2018 - Dec 2018*

- Built an interactive dashboard for Black & Veatch, a global engineering, procurement and construction services firm, to analyze historical data on recorded incidents and injuries
- Collaborated with 3 undergraduates to create data visualizations and predictive models using Python and R
- Spearheaded web application development component by leveraging my interdisciplinary background — utilized HTML, CSS, JavaScript, and self-learned Flask
- Awarded third place at Meeting of the Minds, Carnegie Mellon's annual Research Symposium

APOGEE Statistical Research Project   *Jan 2018 - May 2018*

- Analyzed the proportion of multiple-star systems using APOGEE radial velocity data from the Sloan Digital Sky Survey, using both supervised and unsupervised learning methods
- Explored dataset containing ~75,000 stars and applied k-means clustering in R which resulted in no clear boundary
- Presented poster at Meeting of the Minds, won the Early Research Award

SCHOLARSHIPS

Fulbright US Student Program — Grantee, English Teaching Assistantship Award   *Sept 2021 - Present*

- Serving as a cultural ambassador through the US Department of State funded exchange program, facilitating intercultural understanding through classroom interaction and community engagement
- Assisting 20 English classes covering grades 1-6 at two local elementary schools in Yilan County, Taiwan
- Completed comprehensive training on cultural competency, teaching English as a second language, and classroom management. Certificate in Fundamentals of TESOL by the TESOL International Association

TEACHING EXPERIENCE

Statistical Computing Course Teaching Assistant   *Jan 2020 - May 2020*

- Introductory R computing course covering basic data structures, indexing and iteration, functions, and plotting
- Supervised flipped classroom lectures - assisted students as they completed lab based work, engaged with students one-on-one and in small groups to address confusing concepts and questions
- Hosted weekly office hours, managed sessions of 5-15 students and ensured all student questions were fully answered
- Additional responsibilities included grading labs and homework assignments and overseeing online discussion forum

ACTIVITIES

CMU Resident Assistant & Community Advisor (2017-2019) • TEDxCMU Board (2017-2020) • National University of Singapore Exchange (Fall 2019) • East Coast Asian American Student Union Conference Team (2020)