Tiffany Chen

39 East 29th Street, New York, NY 10016

(781)-708-1628 | tc3142@columbia.edu | linkedin: tiffanychen8

EDUCATION

Columbia University   **New York, NY**
Master of Science in Operations Research   Sept 2021 - Dec 2022
- Relevant Coursework: Human Centered Design & I, Design Digital Operating Models, Performance Objectives & Results Using Data Analytics, Data Analytics, Optimization Models & Methods

Wellesley College   **Wellesley, MA**
Bachelor of Arts in Mathematics, Minor in Economics   Sept 2014 - Jun 2018
- Relevant Coursework: Applied Data Analysis, Data Structures, Linear Algebra, Games of Strategy, Computer Programming & Problem Solving

SKILLS

Programming Languages - SQL, Python
Technology - Microsoft SQL, Microsoft Excel, Microsoft Powerpoint
Consulting Toolkit - Design Thinking, IoT Implementation, Visual Inspection

PROFESSIONAL EXPERIENCE

IBM   **New York, NY**
Senior Consultant   Oct 2020 - Present
- Oversaw a team of 25 agents to aid the New York Department of Labor (NY DOL) Fraud department in handling fraudulent claim cases
- Boosted team performance by 52% in processing fraudulent claim tickets and remediating fraud tip voicemail backlog
- Collaborated with leadership to propose potential projects to the NY DOL Fraud department to increase efficiency in processing fraudulent claims

Associate Consultant   Oct 2018 - Oct 2020
- Enhanced car production efficiency by 300% for an automobile company by implementing a centralized database using IBM Watson software and SPSS
- Managed project progress by actively communicating with top client executives on a weekly basis via weekly status reports plus Excel status tracking and revenue analysis
- Improved data management and storage for a financial services client by 35% by generating a transaction data monitoring data mart for anti-money laundering (AML) purposes
- Worked cross functionally with various stakeholders to create a data mapping system for an aerospace company – increased efficiency of data mapping by 50%
- Boosted Enterprise Strategy & iX (ES&iX) strategic initiatives and program evaluations by 16% through generation of financial data reports via Excel and SQL

Brown Brothers Harriman & Co. (BBH)   **Boston, MA**
Summer Data Analyst   Jun 2017 - Aug 2017
- Upgraded IT team efficiency by 20% by constructing and implementing a predictive linear regression model using Excel, XLSTAT, and Access
- Increased BBH's client's top line assets by 10% through consulting and pitching a medical devices company for acquisition
- Oversaw IT Service Management's change model to categorize and track changes made to BBH's 45 applications

Tomofun Inc. (Division of Trend Micro, Anti-Virus Software Corporation)   **Taipei, Taiwan**
Sales and Operations Intern   Jun 2016 - Aug 2016
- Facilitated and organized Tomofun's Indiegogo campaign, resulting in a total of $510,482 in fundraising money
- Managed Tomofun's operations system and customer orders to ensure timely delivery of over 500 international orders
- Standardized sales data processing methods through cloud storage and Business Intelligence tools; solution adopted by senior management
- Analyzed semi-annual consumer data via Customer Relationship Management (CRM) to optimize customer acquisition