Tiffany (Shihan) Gao

New York, NY | (917) 399-2686 | tg329@cornell.edu | Website | LinkedIn

Education

Cornell University   Anticipated May 2026
Bachelor of Arts in Information Science (Data Science & User Experience Design)
GPA: 3.8 (Dean's List)
Relevant Courses: App Prototyping, Business Intelligence Systems, Computing using Python, Data Science, Data Visualization, Design & Programming for the Web, Digital Product Design, Game Design, Human-Computer Interaction, Project Management

Technical Skills

- **Languages:** Python, Java, PHP, SQL, HTML, CSS, JavaScript
- **Frameworks & Libraries:** React, Vue.js, Next.js, D3.js, jQuery, NumPy, pandas, Matplotlib, seaborn, scikit-learn
- **Microsoft Office Suite:** Excel, OneDrive, Outlook, SharePoint, Teams, PowerPoint, Word

Experience

Business Planning Intern   June 2025 – Aug 2025
New York Life Insurance Company   Manhattan, NY
- Redesigned the company intranet by conducting 15+ user interviews and A/B tests, resulting in a 2× increase in page views and improved navigation.
- Led project management initiatives for a cross-functional product team, developing a team charter, product roadmaps, and Excel-based evaluation framework to assess AI tools supporting design-to-code workflows.
- Created standardized slide decks and email templates aligned with the company's refreshed brand identity, streamlining marketing communications.

Teaching Assistant (INFO 1300/2300 - Programming and Design for the Web)   Aug 2024 – Present
Cornell University   Ithaca, NY
- Delivered instruction on HTML, CSS, JavaScript, PHP, and SQL, mentoring 20+ students in building responsive, user-friendly websites.
- Led weekly office hours and lab sessions to assist with debugging, troubleshooting, and website deployment.

Milstein Scholar, Student Administrative Assistant   Aug 2022 – Present
Cornell University Milstein Program   Ithaca, NY
- Selected as 1 of 25 scholars to complete interdisciplinary research projects and participate in annual professional development symposiums.
- Coordinated monthly outreach events for 100+ attendees, collaborating and managing communications with external scholars.
- Performed data entry and administrative operations, including attendance tracking and inventory management.

Web & Digital Operations Intern   July 2024 – Aug 2024
New York City Economic Development Corporation   Manhattan, NY
- Launched a land use campaign microsite, streamlining the website migration process from WordPress to Drupal.
- Maintained multiple NYCEDC microsites by updating event content, press releases, and email marketing campaigns.
- Organized 500+ digital assets in SharePoint and BrandHub, enhancing web accessibility and brand compliance.

Design Intern   Oct 2023 – Mar 2024
United Planet   Remote
- Designed promotional videos, social media graphics, and travel brochures using Canva, Adobe InDesign, and Adobe Premiere Pro.

Data Analyst Intern   June 2023 – Aug 2023
NYC Civic Engagement Commission (Cornell Tech)   Manhattan, NY
- Analyzed 4,000+ community survey submissions from NYC's Participatory Budgeting Initiative using Python and SQL to prepare data for state-wide funding allocation.
- Developed animated data visualizations (word clouds, pie charts, interactive bubble plots) to enhance public transparency and engagement.

Design Intern   June 2023 – Aug 2023
Bronx Cooperative Development Initiative (Cornell Tech)   Manhattan, NY
- Conducted on-site research in the Bronx, interviewing 10+ community members and surveying local makerspaces to assess user needs.
- Prototyped website features in Figma, including an event calendar, interactive tour, and public proposal form.

Extracurricular Activities

Graphic Design Co-Lead   Jan 2023 – Present
Cornell Association of Computer Science Undergraduates   Ithaca, NY
- Created marketing assets (social media posts, stickers, posters, merchandise) using Adobe Creative Suite, Canva, and Figma, increasing Instagram engagement by 30% to reach 1,500+ students.

Business Subteam Member   Aug 2024 – Present
Cornell Nexus Project Team   Ithaca, NY
- Designed social media content for Instagram, LinkedIn, and the team website using Canva and Figma, reaching 500+ students.
- Monitored Instagram analytics to track post performance and refine content strategy.