

# TIANHAO ZHOU

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## EDUCATION

### SUFFOLK UNIVERSITY

Boston, MA

Master of Science in Business Analytics | GPA:3.90 with Scholarship |SAS Joint Certificate

Jan 2020

Relevant Courses: Predictive Analytics, Machine Learning, Data Management and Modeling

### THE UNIVERSITY OF NOTTINGHAM

Nottingham, UK

Bachelor of Science in Electrical Engineering and Renewable Energy Systems

Dec 2015

## WORK EXPERIENCE

### H1 INSIGHTS

Chino Hills, CA

*Sr. Research Data Analyst*

Jan 2021- Now

- Led and managed data-driven healthcare client projects, from initial roadmap creation and requirement gathering to in-depth **data analysis** and insight generation. Presented impactful findings and solutions to stakeholders, directly contributing to 100% APAC client retention rate and successful intervention with high-risk churn clients.
- Crafted and institutionalized **EDA** methodologies utilizing **Tableau** and **Databricks**, enhancing reporting efficiency by 30%. These advanced insights notably bolstered operational workflows, informed healthcare research, and drove data-informed **business decisions** at regional levels.
- Initiated and spearheaded a project using **OpenAI** API in **Python**, automating the entire **ETL** process from data collection to onboarding. This innovation resulted in a 50%-time savings, reduced QA resources, and generated high-quality data that significantly bolstered client project infrastructure.
- Enhanced research strategies and refined the ranking systems, resulting in a 30% improvement in **healthcare solution** quality and more actionable insights for clients.
- Pioneered advanced **data classification** techniques in **Microsoft SQL database** to optimize data categorization. This strategic approach not only enriched **data quality** in coverage but also streamlined client implementations and healthcare profiling, driving a 20% surge in data accessibility.

### ETI SOLID STATE LIGHTING INC.

Chicago, IL

*Business Analyst Intern*

May 2019- Aug 2019

- Designed North American regional performance **BI reports** covering sales, inventory turnover ratio, and product performance, target-actual variances, profit margin for company headquarter to meet executives' **decision-making** needs.
- Applied **statistical analysis** using segmentation analysis and **ensemble models** to efficiently investigate and cluster customers, resulting in a 20% reduction in marketing costs and an increase in customer conversion rate by 15%.
- Executed data preparation procedures by writing complex **SQL** queries and performed **data cleansing** and data maintenance in database to keep data consistency. Collaborated with the data engineering team to trouble shoot and resolve data issues, improving overall data quality by 30%
- Designed and developed templates to standardize and automate reporting, and crafted comprehensive **standard operating procedure (SOP)** documentation.

### DALIAN SHIPBUILDING INDUSTRY CO., LTD

Dalian, China

*Electrical Engineer*

Aug 2016-Aug 2018

- Conducted project planning for shipbuilding projects by evaluating customer specifications, analyzing historical project data and predicting new project timeline, budget, and team deployment.

## SKILLS

- Technical Skills: Python, SAS, SQL, R, Databricks, DBeaver, Stata, Tableau, PowerBI, Microsoft Azure, Microsoft SQL Server, MySQL database, Git, AWS S3, Jira, Monday.com
- Methodologies: Data Wrangling, Data Visualization, Data Profiling, Data Mining, A/B Testing, Statistical Analysis, Exploratory Analysis, Predictive Analysis, ETL, Linear Regression, Random Forest, Decision Tree, SVM, KNN