KIRSI ZHOU

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EDUCATION

RICE UNIVERSITY, **JONES GRADUATE SCHOOL OF BUSINESS**   **HOUSTON, TX**
Master of Business Administration (MBA), GRE 332, GMAT Focus 695   May 2027
Honors: Forte Fellow Scholarship

COLUMBIA UNIVERSITY IN THE CITY OF NEW YORK   **NEW YORK, NY**
Master of Science, Enterprise Risk Management | Computer Science Coding Bootcamp (14-month intensive program)   Feb 2020

NEW YORK UNIVERSITY   **NEW YORK, NY**
Bachelor of Science, Leadership and Management Studies   Aug 2018
Honors: Dean's List (3 semesters), Cum Laude | NYU Entrepreneurship Club

PROFESSIONAL EXPERIENCE

LUNAR USA INC *(Chinese Fusion Restaurant in Manhattan Midtown)*   **NEW YORK, NY**
Co-Founder & Partner   2022 - Present
- Conducted comprehensive market analysis across 20+ competitors, identifying market gaps and developing distinctive Chinese fusion positioning strategy; achieved $2.8M annual revenue for 2024 with 22% profit margin, delivering $616K in annual profits with 90% customer retention, 4.8 Google rating, and recognition in amNY; second location launching in 2025
- Led organizational transformation for 50+ staff, boosting productivity 40% via role clarity; optimized operations to handle 150+ weekend and 90+ weekday customers
- Initiated and implemented tailored digital solutions for critical operational pain points, creating custom software that streamlined shift management and optimized resource allocation, reducing turnaround time by 30%
- Created automated financial reporting system using Python, transforming POS and delivery platform data into visual dashboards (pie charts, treemaps) for internal and investors' monthly review

AMAZON WEB SERVICE INC,   **AUSTIN, TX**
Cloud Support Engineer   2022 – 2025
- Advised 20+ Fortune 500 clients (e.g.,JPMorgan, Deloitte, Binance), collaborating cross-functionally to solve complex technical challenges, delivered tailored solutions and drive 13% YoY revenue growth for AWS Enterprise
- Orchestrated design and implementation of AWS's new Bedrock AI training program for 150+ technical professionals across 3 global regions, driving 25% improvement in resolution efficiency and establishing scalable knowledge management framework
- Resolved critical performance issues for enterprise clients handling 20TB+ of daily data across Amazon EMR, SageMaker, and Athena using Python and SQL, reducing processing time by 40%. Exceeded expectations across 30+ monthly cases, driving 22% increase in renewals and retention
- Mentored and coached 2 new hires on Big Data and AI client cases, by sharing technical expertise and client-facing skills in regular 1:1s; one mentee was promoted after exceeding expectations in annual performance review

AMAZON.COM INC,   **ARLINGTON, VA**
Software Development Engineer   2020 – 2022
- Initiated cross-functional collaboration with 5+ teams (UX, PM, Engineering) to develop Amazon Connect and employee transfer tool, adapting technical solutions to business requirements that improved internal operational efficiency by 35%
- Executed complex data pipeline optimizations using Java for DynamoDB and Kinesis implementations, enabling enterprise clients to achieve 60% faster query response across multi-TB datasets

TOKYO MARKETPLACE LLC (formerly Chi Snack Shop LLC)   **NEW YORK, NY**
Partner   2017 –2021
- Co-founded and launched retail store catering to lifestyle and J-beauty with 1000+ SKUs, achieving ~5% market share
- Led operational processes including inventory management, staffing, budgeting, and customer service, driving consistent sales and revenue growth of $800,000+ annually, while building B2B sales with local businesses that generated $150,000 annual revenue

SKILLS & INTERESTS

Languages: Mandarin (Native)
Certifications: AWS Certified Machine Learning – Specialty
Skills: Microsoft Suite, Python, SQL, Java, JavaScript
Interests: Pet Lover (proud owner of Standard Poodle), Skydiving (20+ solo jumps), Foodie (enjoy exploring restaurants & baking)