

EDUCATION

Western University, London, ON **2014 – 2016 April (Expected)**

Bachelor of Science, Honors Specialization in Computer Science, Minor in Economics

- Major GPA 3.9, Dean's Honor List 2015
- Projects: Weather App | Multimedia Dictionary | Maze Solver – See GitHub

Ivey Business School, Western University, London, ON **2013 - 2014**

Bachelor of Arts, Honors Business Administration (HBA)

- 1st Place at The 18th Boston Consulting Group Ivey HBA Case Competition
- Dean's Honor List 2011-2013

WORK EXPERIENCE

Bell Canada, Toronto, Canada **Summer 2015**

Business Intelligence Analyst

- Rebalanced technicians' workload based on performance quartiles with different product and tenure combinations, which reduced field-related monthly churn rate for the Internet and Home-phone channels by 29% and 17%, respectively
- Reduced external noise and statistical bias (multicollinearity) using regression and statistical adjustments to determine true drivers for field-related churn
- Developed churn reports and targets using churn drivers for field managers to test and validate recommendations
- Modelled distribution of workload by time of day and product type to determine the feasibility of "Same-day/Next-day" repair service offering and its cutoff time, reducing miss-commitments by 54 tickets per day
- Predicted impact of network congestion to improve customer experience using repeat rate and other factors

Deloitte (Consulting Practice), Toronto, Canada **Summer 2014**

Business Technology Analyst

- Estimated work orders, implemented client's SAP ERP system enhancements, and developed user acceptance tests for ten client requests independently
- Developed JavaBean scripts to provide and enhance custom functionalities in the client's SAP EPR system
- Revamped an internal branding visualization tool with Excel VBA for the entire Systems Integration practice to identify, analyze and develop individual practitioners' brand within the firm
- Performed vendor analysis, market research and client scans which contributes to the long-term initiative of developing the firm's Sourcing and Procurement practice capabilities in Canada

McKinsey & Company, Beijing, China **Summer 2013**

Part-Time Assistant

- Created 33 deliverable 360-degree analysis PowerPoint decks from employees' feedback for a Chinese bank within two days; improved employees' overall understanding of their performance
- Conducted background research on clients and took interview notes to ensure the relevance and quality of the Capability for Performance (C4P) event to all attendees, resulting in attendance of over 50 companies
- Constructed an Excel master database to track logistical updates and feedback from attendees, which increased planning efficiency and provided comprehensive feedback for future references
- Collaborated with the C4P event planning team through different planning stages, which reduced miscommunication and increased planning of efficiency

Technologies and Languages

- Java, SQL, HTML/CSS, VBA, C, Python, Linux/Unix
- Github, SAS, Eclipse, Excel