Yi Ming

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EDUCATION

Master of Science in Business Analytics (STEM)   Expected August 2021
Boston University Questrom School of Business; Boston, MA

Bachelor of Science in Business Data Analytics [GPA:3.81/4.00]   May 2020
Arizona State University; Tempe, Arizona
Summa Cum Laude Honor

Exchange Student   June 2019
University of Queensland; Brisbane, Australia
Major in International Business and Marketing

RELEVANT WORK EXPERIENCE

Class Moderator   September 2020- Present
IT Help Center, Boston University, Boston, MA

- Engage with students who are participating in class remotely 15 hours a week
- Provide classroom technology support in every remotely teaching class

Senior Capstone Project Team Lead   January 2020 - May 2020
USAA (United Services Automobile Association), Tempe, Arizona

- Mined latest text data weekly from social media API to predict upcoming customer service priorities
- Presented data analytics results weekly to help USAA employees anticipate any issues
- Directed text data mining for about 10,000 customer feedback/comments on social media to generate a tag cloud of negative customer service keywords
- Conducted a 3-week YouTube/podcast analysis to ascertain top customer concerns
- Assessed USAA's new policy performance by conducting a sentiment analysis on Twitter, keyword Coronavirus to
- Applied topic modeling to analyze customers' top 10 concerns and locations

IT Consultant   June 2019 - August 2019
Renmin Hospital of Wuhan University, Wuhan, China

- Maintained and operated hardware daily including main data warehouse, uninterruptible power system, network switches, and main server, storage for 2 months
- Managed and coordinated daily usage of medical information system, virtual server and cybersecurity by conducting a daily inspection for 2 months
- Coordinated a 3-day data visualization training program for medical professionals

RELEVANT SKILLS

- Programming Languages & Technical Application: Python, R, SQL, SAS E Miner, MySQL, Tableau, Excel, Orange, Power BI
- Language: English (Professional), Chinese (Native)

ADDITIONAL INFORMATION

- Basketball: Played in high school National League (2013-2015), Chinese National Second-Level Basketball Athlete
- Research Aide at University of Houston: Published two papers on Journal of Applied Science
- Served as President of University E-sport Club to motivated members and trained E-sport team players