

# Xiang Zhao (Mirko)

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## Education

**Boston University**, Boston, MA.

Bachelor of Science, Business Administration

Concentration: Management Information Systems, Entrepreneurship

Class of 2014

GPA: 3.28

**Hong Kong University**, Hong Kong

Global Business in Asia: New Horizon

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## Skills

### Applications

MySQL, Python, HTML, Microsoft Office, Access, Visio, Photoshop, Illustrator, Rally, Jira, experience with SDLC.

### Languages

Fluent in English, Italian, and Chinese (Mandarin), working knowledge French.

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## Leadership Experience

**Global App Initiative**, Boston University, Massachusetts

*Lead Team iOS Developer, 2014-current*

- Directed the development of a mobile iOS app for a nationwide non-profit organization
  - Delegated and facilitated collaboration among team members by implementing source code control platforms
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## Work Experience

**Paypal**, Boston, Massachusetts

*Agile Project Manager, June 2014- Current*

- Supported multiple teams as Agile Scrum Master and facilitated all agile ceremonies and practices
- Managed several cross team long term projects ensuring transparency and expectations
- Conducted recurring meetings to assess and re-assign open bugs and created detailed reports to ensure that issues are promptly addressed according to service level agreement
- Collaborated regularly with marketing teams to deliver data science predictive lists for targeting campaigns

**College Apprentice**, Boston, Massachusetts

*Lead Mentor/ Social Media Manager, Sept 2013-June 2014*

- Coordinated market research and competition analysis subsequently used as key metrics for future marketing and customer acquisition campaigns
- Directed social media campaigns and brand promotion events leading to an average monthly increase in awareness of 40%

**Mondolandia Travel Agency**, Rome, Italy

*Customer Service and Administrative assistant intern, 2010*

- Built 10+ daily customized travel packages by interacting and negotiating with Tour Operators, hotels, and cruise companies
- Modeled personalized travel packages according to customer's preferences and needs