

Megan Xiao

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Summary

Aspiring Technology Application Developer with a strong academic foundation in data science and algorithms. Demonstrated practical experience designing AI-enabled CRM automations and contributing to enterprise architecture transformation initiatives. Exemplified leadership as Project Manager across multiple Agile teams, feature delivery, and stakeholder communication. Skilled in Python, R, SQL, Git, OpenAI/LLM integrations, and workflow automation, with a proven ability to interpret business needs and convert them into efficient technical solutions.

Education

University of South Florida (USF) — B.S. in Data Science & Analytics, Minor in Studio Art
August 2023 - December 2026 | Major GPA: 4.0

Technical Skills

Languages: Python, R, SQL, Java, JavaScript (basic), HTML/CSS

Databases: PostgreSQL, MySQL, MongoDB, Microsoft Access

Operating Systems: Windows, macOS, Linux

Tools & Technologies: Visual Studio Code, RStudio, DBVisualizer, Git/GitHub, AWS, OpenAI/LLMs, HubSpot CRM, ZoomInfo, Adobe Creative Suite, Power Apps, Power Automate, ISwR, Tidyverse, ggplot2, dplyr

Coursework & Technical Project Experience: Data Science, Object-Oriented Programming, Advanced Statistics & Analytics, Machine Learning, R Programming

- Served as both Project Manager and Individual Contributor on multiple 4–5 members CS/data projects
- Led sprint planning, documentation, and stakeholder communication

Additional Skills: REST APIs, Prompt Engineering, Data Pipelines, Cloud Concepts, Text Mining, ML Model Experimentation

Certifications: Adobe Illustrator CC | Autodesk Fusion 360

Work Experience

Four Winds IT Consulting, Sarasota, FL

Business Analyst | October 2025 - Present

- Built and deployed AI email outreach agents integrated with HubSpot (AI-powered CRM) to automate prospecting and client communication pipelines

- Engineered knowledge vaults to train agents with business context, enabling auto-drafting, personalization, and 100+ mass outbound email sequences using ZoomInfo contact enrichment
- Improved outbound efficiency and contributed to increased qualified engagement
- Participated in revenue tech stack optimization and CRM process improvements aligned to marketing and sales funnel automation
- Determine optimal timing for automated emails to maximize engagement and ROI.

Tools: HubSpot, ZoomInfo, OpenAI/LLM APIs, Python, Prompt Engineering, Workflow Automation

FCCI Insurance Group, Sarasota, FL

Enterprise & Business Architecture Intern | May 2025 – Aug 2025

- Developed Power Automate workflows to streamline the intake and approval of new solution architecture requests, reducing manual review steps and improving process visibility for enterprise architects.
- Produced process diagrams in Blueworks Live to visualize data flows, business capabilities, and system interactions, supporting enterprise architecture modeling, cloud transformation planning and cross-team alignment.
- Authored technical documentation and internal guidance to support future architecture review cycles and cloud adoption efforts.

USF Dr. Loni Hagen's Lab, Tampa, FL

Big Data Analytics Research | February 2025 - Present

- Conducted sentiment and text mining comparing Democrat vs. Republican discourse on X/Twitter and Facebook
- Generated word clouds, sentiment scoring models, and topic frequency analysis to determine linguistic and emotional patterns
- Contributed to a larger political communication analytics research initiative

Skills: R, Tidyverse, Text Mining, Sentiment Analysis, Data Visualization, Statistical Reporting

Dunkin', Sarasota, FL

Crew Member (Customer Operations & POS) | November 2023 - February 2024

- Delivered high-volume customer service with accuracy and speed, consistently maintaining above-standard satisfaction ratings
- Strengthened communication, time management, and conflict resolution skills in fast-paced environment

Creative/Entrepreneurship/Volunteer Experience

- Online Art Shop Owner (Digital illustrations & merchandise fulfillment) and Private Art Tutor (drawing + digital illustration)
- Volunteer Experience: Humane Society of Sarasota County, Big Cat Habitat, National Audubon Society and All Faiths Food Bank