ZHIGANG ZHAO

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EDUCATION

2011-2012	**UNIVERSITY OF ILLINOIS AT CHICAGO**	Chicago, IL

Master of Business Administration in International Management, May 2012.

- Cumulative GPA: 3.7/4.0.
- Coursework: Financial Accounting, Microeconomics, Corporate Finance, Operations Management, Organizational Behavior, Marketing Management, Macro and International Economics, Entrepreneurship, Corporate Strategy, Personal Development, Human Resource Management, Negotiations, Strategic Management, Global Leadership, Marketing Strategy, Statistics.

2006-2010	**EAST CHINA NORMAL UNIVERSITY**	Shanghai, China

Bachelor of Engineering majored in Software Engineering, July 2010.

- Skill Sets: C/C++, Java, .Net, UML, SQL Server, Oracle, DB2, XML, OOSD, Data Structure and Algorithms, Operating Systems, Software Test and QA, Software Process, Software Project Management, Network, Basic Japanese.

EXPERIENCE

2009-2011	**WICRESOFT CO., LTD**	Shanghai, China

Software Development Engineer in Test (SDET) & Technical Editor, 2009-2010.

- Receive content from subject matter experts, where word counts for documents are expected to be 30,000 words.
- Coordinate import into DxStudio, including the proper DxStudio database and templates.
- Troubleshoot conversion issues and work with Windows Server information experience team to resolve issues.
- Coordinate handoff and hand-back process between Microsoft iX team and other Vendor resources.
- Define tokens and add XML tagging, graphics, and cross-links to other topics.
- Import content into DxStudio.
- Create topics in the Win8ITPro database of DxStudio.
- Ensure that content is tagged properly, including graphics, tokens, and cross-links.
- Prepare content for internal preview and usability testing.

QA Test Lead – Software Engineering: Content Publishing, 2010-2011.

- Manage Microsoft iX team's exception, build trust relationship with it.
- Prioritize and plan work activities of Test Engineers to meet unit, department priorities and timelines.
- Motivate Test Engineers toward common goals, integrates.
- Provide accurate daily, weekly and monthly technical results on time.
- Help to give out training classes and mentor new hires.

| 2012-Present | **WINSBY INC.** | Chicago, IL |

- Review market opportunities for Winsby's clients in target industries to evaluate, list, and develop acquisition strategies.
- Compare sales categories for Winsby's clients, including the potential to cross-sell and to analyze margins and product mix.
- Research and implement solutions for Winsby's clients based on an evaluation of client needs and business goals.
- Use and understand IT methodology and terminology in to interpret, explain, and solve IT-based client solutions.
- Model and manage marketing/sales funnel model, working with corporate communications, product marketing and sales teams to measure, analyze and improve leads-to-opps-to-win conversation rates.
- Manage and organize Winsby's IT database in order to offer maximum information utilization with regard to services provided to clients.
- Provide status reports on current projects for Winsby clients, with a particular emphasis on marketing and research-based projects.
- Utilize root cause analysis to identify problems and determine effective solutions for client issues.
- Serve as liaison between various team members, including marketing, research, IT solutions, sales, and advertising to coordinate Winsby's services.
- Experience working with marketing and analytic tools such as SugarCRM, Salesforce, Hoovers, Salesgenie, SAS, MySQL database, Constant Contact, Leadformix and Tableau.