

Toby Zhou

Los Angeles

+1(213)4426762 | zhouzhihaopersonal@gmail.com | [zhouzhihao0319](https://github.com/zhouzhihao0319) | [zhihao-toby-zhou-6672702b9](https://github.com/zhihao-toby-zhou) | [in](https://www.linkedin.com/in/zhihao-toby-zhou)

<https://zhouzhihao0319.github.io/zhouzhihao.github.io/>

Education

MITx Massachusetts Institute of Technology

Los Angeles, CA

MITx MICROMASTERS PROGRAM IN SUPPLY CHAIN MANAGEMENT ON EDX

- Supply Chain Analytics. Supply Chain Fundamentals. Supply Chain Dynamics. Advanced Supply Chain Systems Planning and Network Design. Supply Chain Technology and Systems

University of Southern California

Los Angeles, CA

MASTER OF SCIENCE IN BIO-STATISTICS UNDER KECK SCHOOL OF MEDICINE

- Experiment design. Statistical theory. Hypothesis test. Machine learning.

China Agricultural University

BeiJing, China

BACHELOR OF SCIENCE IN MATH AND APPLIED MATH

Work Experience

DSV Air&Sea L9X

Los Angeles, United State

DATA SCIENTIST

Sep 2024 - present

- Lead logistics analytics for the U.S. Cross-border Omnichannel semiconductor market, focusing on KPI development, performance monitoring, and strategic insights to enhance operational efficiency. Manage OKR tracking, delivering weekly, monthly, and quarterly business reviews to senior leadership. Integrating real-time dashboards, early-warning notifications, and automated reports for decision-making. Developed and implemented 30+ KPIs to track customer experience, ops risk control, and carrier service quality in global markets.
- Drive advanced analytics projects using SQL, Python, and internal tools, collaborating with Ops, Product, and sales teams to optimize logistics performance. Leveraged Python libraries such as Folium, Gurobi, and scgraph to develop an interactive business map that optimized routing and supplier selection, reducing costs and maximizing profits. Developed an automated input processing tool to support daily operations, reduce manual entry errors by 90%, and improve order receive to dispatch timeliness by 50%.
- Established a comprehensive supply chain planning and network design covering suppliers, warehousing, and customers, and built an integrated optimization model using optimization theory to reduce logistics and EOQ-based warehousing costs.
- Managed door-to-door air export shipments for semiconductor clients from the U.S. to Global, ensuring error-free execution and on-time delivery. Maintained seamless communication with key customer decision maker, Control Tower, airlines (ANA, Korean Air), truckers, and global partners through daily and weekly meetings.
- Trained two colleagues on shipment processes, create Standard Operating Procedure (SOP) playbook to enhance team efficiency and knowledge retention.
- Analyzed historical pricing data to provide customers with one-time quotations. Quote based on major semiconductor company's request and review pricing strategic to improve win rate
- Conduct market research and give out reports to support business decision

AWOT Global Corporation/Rich Pacific USA

Los Angeles, United State

DATA ANALYSIS

May 2023 - August 2023/August 2023 -

Jan 2024

- Utilized SQL and Python, conduct A/B testing to evaluate warehouse performance under different shift strategies.
- Developed a unified KPI system for cross-border shipment compliance, aligning with diverse international policies. Implementing data-driven strategies to mitigate business impact and earning senior leadership recognition.
- Managed airfreight exports from China, Vietnam, France, and the Czech Republic, coordinating bookings, trucking, and documentation; oversaw ocean freight operations for 30+ clients, handling bookings, customs clearance, and tracking
- Worked with major airlines (United, Delta, KLM) and freight carriers to ensure cost-effective, timely shipments; facilitated issue resolution and provided accurate shipping solutions for customer inquiries

Byte Dance

BeiJing, China

DATA ANALYST INTERN

Oct 2021 - Dec 2021

- Conduct personnel data analysis, providing organization insights across six departments.
- Apply correlation and attribution analysis to assess operational impact and mitigate business risks during massive layoff.
- Utilized SQL and Python and internal tools(fengshen), collaborating with Ops, Product, and R&D teams to optimize staff satisfaction.
- Developed an automated distribution tool via lark based on python to improve completion rates.
- Developed machine learning models using Python for semantic classification, reducing surfing time and optimizing workflow

Kuaishou R&D

DATA ANALYST INTERN

BeiJing, China

Aug 2021 - Oct 2021

- Manage the development of beauty effects features by designing and executing A/B tests and data-driven insights to evaluate how different strategies impact user behavior and daily active users. Collaborated with cross-functional teams to assess algorithm feasibility for special effects, refine effect model selection, and determine budget allocations.
- Learned the basics of LLM and deep learning models

China CITIC Bank Chengdu Branch

INVESTMENT DEPARTMENT ASSISTANT INTERN

Chengdu, China

Aug 2019 - Oct 2019

- Conducted in-depth financial analysis of publicly listed companies' financial statements and authored comprehensive reports to support investment and strategic decisions

Leadership and Activity

USC Rugby Team

WINGER

Los Angeles, CA

Dec 2022 - May 2024

- Competed in the California University Rugby Union Fifteens.

Skills and Interests

- Technical** Proficient knowledge of Microsoft Office Suite, Latex, SQL,Python and R programming
- Language** Fluent in English and Mandarin (Native Speaker)
- Interests** Member of USC Rugby club, flag football, Chinese history
- Certificate** IATA DG Certificate

Publications

Accelerating Posterior Sampling for Scalable Gaussian Process Model

USC Library

AUTHOR

June 7th 2024

- Zhou, Zhihao. 2024. Accelerating Posterior Sampling for Scalable Gaussian Process Model: A Comparative Study of Acceleration Techniques for Solving Linear SystemsMaster's thesis, University of Southern California. Accessed June 7, 2024.