

ZIJIN ZHANG

Founder & Product Lead & Banking Specialist

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EXPERIENCE

Founder & Product Lead

VectorPaths

📅 12/2025 - Present 🌐 Melbourne, Australia

- Transformed experience-based teaching judgment into a data problem: defined 10+ dimension taxonomy (difficulty, trap patterns, question frequency), used LLM with schema constraints to extract structured data from 3,000+ past exam questions; validated accuracy through backtesting against Exam Reports (R^2 correlation)
- Designed adaptive recommendation system: calculated knowledge point ROI ranking based on target scores and Exam Report data (average marks, percentiles); tracked mastery (1 wrong = 3 additional same-type questions), collected post-question feedback on error causes to continuously refine algorithm
- Designed step-by-step solution flow (approach → steps answer); identified common errors (e.g., sign traps, formula confusion) and prompted likely causes; auto-linked wrong answers to targeted practice and notes
- Designed user journey: low-friction entry (practice without login, detailed solutions require login) to improve conversion; generated mastery summary and error patterns after unit completion to guide next learning steps
- Led end-to-end product design and development (2,100+ test cases); created taxonomy documentation and user flow diagrams, collaborated with co-founder on GTM strategy

Customer Banking Specialist

Commonwealth Bank of Australia

📅 03/2025 - Present 🌐 Melbourne, Australia

- Served diverse customer segments in-branch (elderly, ESL, business clients); learned to adapt tone, pacing, and complexity based on user needs
- Reduced customer friction by clarifying requirements upfront and guiding appropriate customers to self-serve via app/online banking
- De-escalated frustrated customers by identifying confusion points and providing clear, step-by-step resolution
- Coordinated with lending and business banking teams on customer handoffs; noticed information design gaps in forms and processes

EDUCATION

Bachelor of Commerce

The University of Melbourne

📅 2024 🌐 Melbourne, Australia

- Major: Finance and Business Analytics

MY WEBSITE

I also built an interactive version of my resume:
zjinzhangprofile.com

SKILLS

AI & Automation

LLM engineering

AI agents (LangChain, AutoGPT)

AI workflow (n8n) Vibe Coding

Product & Design

Conversational flow design

Adaptive system design

Data modelling

DevOps

Python

CI/CD (GitHub, Vercel, Render)

Automated testing