Ziyu Han

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Process Improvement | Business & Data Analytics | Project Management

EDUCATION

UNIVERSITY OF MICHIGAN   *Ann Arbor, MI*
Master of Science in Engineering in Industrial and Operations Engineering   *May 2024*
- **Cumulative GPA:** 3.99/4.00

Honors Bachelor of Science in Engineering in Industrial and Operations Engineering   *May 2023*
- **Cumulative GPA:** 3.84/4.00

SKILLS

- **Data Analysis & Visualization:** Python, SQL, R, SAS, Tableau, Power BI, Looker, Minitab, Pandas, NumPy, Seaborn, ETL
- **Business Analysis:** Agile Methodology, Requirements Elicitation, Functional Analysis, Systems Thinking, User Story Mapping, UAT Testing, SWOT Analysis, Porter's Five Forces, PESTEL Analysis, SIPOC Diagram, Swimlane Diagram
- **Process Improvement:** Lean Six Sigma, Toyota Production System, Enterprise Resource Planning, DMAIC, Root Cause Analysis, Value Stream Mapping, Bottleneck Analysis, Benchmarking, Process Family Matrix, Poka-Yoke, SMART Goals
- **Project Management:** Jira, Confluence, Asana, Visio, MS Office Suite, Stakeholder Analysis and Management
- **Technical:** SQL Server, MySQL, Snowflake, Git, GitHub, Azure, Power Automate, VBA, C#, JavaScript, Advanced Excel

PROFESSIONAL EXPERIENCE

Ontario Public Service - Ministry of Public and Business Service Delivery and Procurement   **Toronto, ON**
Data Engineer   *September 2024 – Present*
- Developed the Generic Data Collection Tool application using C#, Azure PaaS and SaaS services, and SQL stored procedures, integrating Power BI dashboards, reducing data processing time by **80%**, and supporting **10,000+** users.
- Collaborated with primary stakeholders to reach consensus and automate data management systems for healthcare financial reports using VBA and JavaScript, enhancing data accessibility and reducing data validation time by **95%.**
- Translated stakeholder requirements and user stories into functional use cases for data tool integration and executed test cases, aligning with business objectives and minimizing system defects by **35%** through rigorous UAT testing.

BizData Analytics Solutions Inc.   **Richmond Hill, ON**
Data Analyst   *May 2024 – Present*
- Analyzed **73,600+** credit risk records using Python, SQL, and SAS to establish risk mitigation strategies for Verizon's postpaid mobile applications, minimizing credit score risk and raising approved accounts and activation rates by **68%**.
- Built Python-based regression and seasonal sales forecasting models for shampoo product performance, achieving **99%** accuracy in sales and gross margin predictions, informing pricing strategies, and improving business KPIs by **55%**.
- Led cross-functional teams to develop dynamic Tableau and Power BI dashboards and reports, empowering diverse stakeholders with clear visuals of key performance metrics to drive decision-making and foster trusted relationships.
- Engaged with stakeholders to ensure timely and accurate delivery of data solutions, fostering clear communication to align deliverables with client requirements and achieving **100%** on-time completion for critical project milestones.

Canam Steel Corporation   **Point of Rocks, MD**
Process Improvement Analyst   *May 2023 – August 2023*
- Engineered advanced job order scheduling and sequencing optimization models in Python for steel joist production, increasing plant efficiency by **34%** through optimized tonnage throughput, reduced changeover times, and minimized job lateness and contributing to **$4 million** in annual labor savings and **$24 million** in additional annual revenue.
- Developed ETL pipelines using Python to scrape and centralize joist production data from job order documents into SQL databases, enhancing the Routing Dashboard to outline production flows and improve process efficiency by **94%**.
- Leveraged SQL to query **79,500+** production data records and conducted time studies at bottleneck workstations, validating joist completion times, minimizing process variance, and identifying lean waste reduction opportunities.

Akex Solutions   **Richmond Hill, ON**
Business Analyst Intern   *June 2022 – August 2022*
- Developed inventory automation processes using Python and VBA to streamline daily updates and validation of a 2,000+ SKU database, while extracting live product data from online webpages using Selenium and Beautiful Soup, enabling data-driven purchasing decisions, optimizing requisition workflows, and strengthening vendor relationships.
- Formulated automated FTP-based ETL pipelines in VBA to aggregate and process multiple procurement databases, reducing data reporting time by **85%** and enabling real-time performance monitoring for efficient decision-making.