

Ziyu Han

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Process Improvement | 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:** Python, SQL, R, SAS, Minitab, Pandas, NumPy, Selenium, Beautiful Soup, REST APIs, Generative AI, ETL
- **Data Visualization:** Power BI, Tableau, Looker, IBM Cognos Analytics, Seaborn, Plotly, Dash, Streamlit, Flask, Folium
- **Process Improvement:** Lean Six Sigma, Toyota Production System, Enterprise Resource Planning, DMAIC, Root Cause Analysis, Value Stream Mapping, Bottleneck Analysis, Benchmarking, Functional Analysis, Systems Thinking, SIPOC
- **Project Management:** Agile Methodology, Jira, Confluence, Asana, Visio, Stakeholder Analysis and Management
- **Technical:** SQL Server, MySQL, Snowflake, Git, GitHub, Azure, VBA, C#, JavaScript, Advanced Excel, MS Office Suite

PROFESSIONAL EXPERIENCE

Ontario Public Service – Ministry of the Solicitor General

Toronto, ON

Data Management Specialist

May 2025 – Present

- Creating secure frameworks and protocols for collecting and processing policing data, engaging with subject matter experts and key stakeholders to ensure timely and accurate data records and support decision-making processes.
- Leveraging advanced analytics tools (i.e., **Python** and **Power BI**) to develop visual and statistical models, addressing divisional reporting and forecasting priorities and delivering clear presentations to audiences of all technical levels.

Ontario Public Service – Ministry of Public and Business Service Delivery and Procurement

Toronto, ON

Data Engineer

September 2024 – April 2025

- 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 – May 2025

- 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 job order scheduling and sequencing optimization models in **Python** for steel joist production, increasing plant efficiency by **34%** and yielding **\$4 million** in annual labor savings and **\$24 million** in additional yearly 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.

CERTIFICATES

IBM Data Analyst Professional Certificate

Online Course – [coursera.org](https://www.coursera.org)

May 2025