

LINGYING (Lynn) ZHANG

lingying.zhang.professional@gmail.com

San Francisco, CA

SKILLS

- **Programming Languages:** Python (eg. scikit-learn, numpy, pandas, matplotlib), R, SQL, HiveQL
- **Databases:** PostgreSQL, SAP, Microsoft Access, Mongo DB, AWS Redshift
- **Data visualization & Miscellaneous Technologies:** PowerBI, Tableau, Statistics, ETL, SPSS Modeler, Power Point(MS Power Point), Excel(MS Excel), Microsoft Office(MS Office)
- **SDLC:** Agile Methodology, Scrum, GIT, JIRA
- **Misc:** JSON

Strong analytical skills with the ability to collect, organize, analyze, and disseminate significant amounts of information with attention to detail and accuracy. Providing insights, business intelligence, and management. Leveraging R, python, PowerBI, and tableau for effective decision making in alignment with the business strategy.

PROFESSIONAL EXPERIENCE

Pacific Gas and Electric Company

San Ramon, CA

Business Analyst

March 2021 – Present

- Automate and Document reporting process using **Python scripts** and centralized data sources in **Microsoft Access and MySQL databases**, resulting in a reduction of 15 hours per week of data preparation time.
- Establish data modeling and dashboards in **PowerBI** used by the gas construction team, tracking the demand and cost of 50K projects across California and helping leadership allocate \$120M annual budget.
- Initiate ongoing key performance metrics monitoring the health of finance, resource allocation and vendor/customer relationship, and create process optimization plans, saving \$14.78M operational cost YTD.
- Define business requirements and technical requirements by collaborating with 3 cross functional management teams and customize data solutions.
- Develop and foster business process expertise to provide insightful, Data correlations and Data intelligence, which will drive forward decision-making and monitor performance.
- Create easy to understand dashboards from complex data sets, which have automated backend processes

UCSF Medical Center, Weill Institute for Neurosciences

San Francisco, CA

Business Analyst

June 2020 – Feb 2021

- Initiated predictive analysis, improved pipeline efficiency and led the team to save \$3.6M operational cost.
- Built dashboards and ad-hoc reports using **Tableau, Excel and SQL** supporting stakeholders' decision-making.
- Proactively communicated and established strong relationship with the product manager to ensure the performance key metrics are aligned with budget, project scope and end-user requirements.
- Collaborated with cross-functional teams to create project timelines and logical planning workflows for a team of 20, reducing delivery time by 10 days for GritX project.
- Write User Stories
- Extensively research the ideal solution that aligns with the overall business strategy
- Present findings from Data Analysis to stakeholders to drive data-driven business decisions.

Verablock

San Francisco, CA

Business Analyst Intern

Jan 2020 – Apr 2020

- Built a regression model that can detect the probability of a company's financial fraud with 12 key features.
- Addressed and prioritized end-users' needs and created key metrics reports and flowcharts in **Tableau**, which helped with strategic planning of the stakeholders for the following quarter.

Sana Healthcare

San Francisco, CA

Data Analyst

Aug 2018 – Dec 2019

- Extracted and processed 3.5TB unstructured data from various platforms using Python for data exploration.
- Identified, analyzed, and visualized the KPIs in Tableau to track real-time customer behavior, which helped the clients to

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decrease the monthly churn rate by 53% within one year.

- Migrated 10K tables from MySQL database into AWS Redshift and addressed stakeholders' data entry concerns by implementing ERD tables.

Golden Gate University

San Francisco, CA

Academic Project

Aug 2018 – Sept 2019

- Extracted business knowledge from over 1 TB Chicago criminal dataset in the past 40 years using KNN and regression model in HiveQL(Hadoop) and forecasted the top 5 safest neighborhoods for home buyers.
- Conducted social media analysis for Apple Inc. using R and Tableau, predicting subscription model can help the company regain market interests, which were proved to be heavily implemented by the company since 2021.

EDUCATION

Golden Gate University

San Francisco, CA

Master of Science in Business Analytics

Aug 2018 – Apr2020

- **President for Business and Data Analytics Club**
- **Honors:** Outstanding Student in the MSBA program, Networking Ambassador.

University of Kiel

Kiel, Germany

Program in Business Administration

Sept 2014 – Jan 2016

Nanjing University of Technology

Nanjing, China

Bachelor of Economics and Germanistik

Sept 2009 – Jun 2013

EMPLOYER CONTACT: 2016238720