Chichen (Charles) Wang

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Education

Syracuse University - School of Information Studies   **May 2018**
Master of Science in Information Management; Certificate of Advanced Study in Data Science & Information Security Management
   GPA: 3.972/4.000; iSchool Excellence Tuition Scholarship, awarded based on academic excellence, professional and community service
   <u>Courses</u>: Business Analysis; Data Analysis; System Analysis; Data Visualization; Data Mining; Data Warehouse; UX Design; Info Security
Bachelor of Science in Information Management & Technology; Minor in Global Enterprise Technology   **December 2014**
   GPA: 3.350/4.000; Dean's List (Spring 2013 – Spring 2014); Named as one of the Alumni Class Leaders
   <u>Courses</u>: Database Management; Global Computing Challenges; Project Management; IT Values in Business; International Business

Skills

 Programing Languages: SQL, R, JavaScript, HTML/CSS, JQuery, PHP, ASP, Java, COBOL
 Software: RDBMS, Excel, Visio, Tableau, Power BI, G Suite, Visual Studio, RStudio, Office 365, SharePoint, AWD, Google Analytics, Splunk

Data and IT Experiences

Lead Associate – Technology Associate, System Analysis, **AXA US**   **July 2018 to Present**
- Analyze, validate data on relational database using SQL for IT Financial Protection; Perform ETL Process troubleshooting and analysis
- Analyze and develop solutions for BI system & IT business application issues by taking hundreds of incident tickets via Azure DevOps
- Demonstrated teamwork by designing project plans and presented idea to CIO and executives for optimizing IT internal communications
- Collaborate with cross-functional and globally distributed teams using Kanban Agile Methodology to analyze and solve data/system issues
- Lead the design and requirement analysis for BSM monitoring processes of automated workflow and document management systems
- Provide production support via ServiceNow, analyze root causes of system and data issues, optimize business processes and workflow
- Test web service on REST API and Linux patches by using SoapUI; Perform UAT on BI system and various AWD platforms

Web Programmer Intern, **Eastman Kodak Company**   **May 2017 to August 2017**
- Led a web development project for an online database web application in ASP, HTML, JavaScript and SQL that benefited hundreds of users
- Presented progress and discussed new ideas when host weekly project update meeting with manager and important stakeholders
- Transformed a local database system to a web application UI to increase accessibility and productivity by using web and data technologies
- Analyzed business needs and brainstormed ideas for web development; Researched Internal database architecture in Access and SQL Server

Apple Developer Support Advisor – Worldwide Developer Relations, **Apple Inc.**   **August 2015 to March 2016**
- Resolved technical issues by employing active listening, analytical and advanced problem solving skills with extensive knowledge of Apple's troubleshooting tools and diagnostic technologies for a diverse and unique developer base
- Communicated effectively with developers in Mandarin Chinese and English via phone and email to support in complex environments including iOS and OS X by using Apple's internal operational BI tools, CRM tools and provided knowledge-base solutions
- Facilitated Apple developer program enrollments and registration, provided App store and iTunes store support for developers

IT Collaboration Analyst Intern, **Kodak Alaris**   **June 2015 to August 2015**
- Analyzed and facilitated data separation from Eastman Kodak to Kodak Alaris in MS SharePoint site collections and relational databases
- Engaged audio conferences and worked collaboratively with colleagues across the globe including Europe, Americas and APAC regions
- Tested MDM apps; Set up FTP user accounts; Learned and documented new features of Office 365, provided IT support via ticket system
- Achieved special recognition from IT leadership and head of HR for promptly translating technical documents upon request

Information Management Intern, **Lutheran Campus Ministry**   **March 2015 to May 2015**
- Created data models, developed, managed data tables and database systems by using Microsoft Access
- Created and managed documentations in Word, Excel, Publisher; Performed community outreach via email & social media platforms

TA/RA Experiences

Faculty Assistant, **iSchool at Syracuse University**   **September 2017 to May 2018**
- **HCI/UX Research**: Assisted professor to develop a new UX course; Analyzed data and researched topics in Human-Computer Interaction
- **Illuminating, Web/Data:** Researched and designed dynamic web charts in Google Charts using datasets for website development

Computer Networking Graduate Teaching Assistant, **iSchool at Syracuse University**   **September 2016 to April 2017**
- Showed leadership by supervising over 180 students at computer networking labs, assisted professor teaching computer networking topics
- Reviewed pre-lab, lab, quiz materials, helped students to improve their hands-on technical and problem-solving skills
- Solved problems for students on computer networking labs by using VMware, Wireshark and other software

Data Projects

Data Analysis Research: Syracuse Housing Vacancy Rate Analysis   **July 2018 to July 2019**
- Analyzed, visualized and researched data for housing vacancy rate factors in Syracuse area by using R and Tableau in a team of three

Data Visualization: Data Science Graduate Programs in the US   **January 2018 to May 2018**
- Visualized Data Science programs project by using Tableau, R and Adobe Illustrator; Designed & presented data visualization poster

Data Mining: Analysis of Diamonds' Prices Project   **September 2017 to December 2017**
- Analyzed factors that affect diamonds' prices in a diamond dataset using different data mining and analysis techniques in a team of two

Data Warehouse: Tech4Campus Online Store Project   **January 2017 to May 2017**
- Developed an online store and BI dashboard using SSAS, SSIS, SSRS in SQL Server and performed ETL on raw data sources
- Analyzed business processes and visualized data using Business Intelligence tools that include Power BI and Pivot Table in a team of four

Applied Data Science: Hotel Rating Improvement Data Analysis Project   **September 2016 to December 2016**
- Analyzed Hyatt Hotel customer satisfaction dataset using R and produced a report on how to improve hotel ratings in a team of six