

I can transform and deliver relevant and captivating forms of data to facilitate decision making processes and drive new perspectives to questions and challenges. In order to tailor to the needs of the users, stakeholders and the team, I can provide the right skillsets, tools, and techniques for thorough analysis and proper research.

EDUCATION

- 2016 - 2018 **MASTER OF INFORMATION MANAGEMENT AND SYSTEMS**
UNIVERSITY OF CALIFORNIA, BERKELEY
 - Relevant coursework: Qualitative Research, User Interface Design, Full-Stack Web Development, Distributed Computing Applications and Infrastructure
- 2010 - 2014 **BACHELOR OF BUSINESS ADMINISTRATION and SPANISH**
UNIVERSITY OF MICHIGAN, ANN ARBOR
 - Dual Degree, Cumulative GPA: 3.5/4.0

EXPERIENCE

- PITTSBURGH, PA
2014 - 2016 **INTERNAL CONSULTANT at PNC Financial Services**
 - Delivered strategic assessments by attaining and analyzing different sets of data, mainly using Excel and Visio, as requested by senior leaders facing critical challenges in their businesses such as new regulations and revenue decline
 - Produced, presented and managed whitepaper topics including adapting technology for cross-border payments and implementing systematic approach for new hire onboarding
- ANN ARBOR, MI
2013-2014 **SALES & MARKETING COORDINATOR at Pillar Technology**
 - Identified 20-25 potential clients interested in Pillar's Agile approach by analyzing their information collected on Salesforce and clientele surveys such as their rate of response and business model, and organized interactive workshops specified to their operations
- ANN ARBOR, MI
2014 **MEDIA ANALYST at Prime Research**
 - Tracked and maintained media and technology trends using native language analysis and created presentations of the results to tailor to meet local and global client requests
 - Produced qualitative analysis on trends reported in Korean on Korean portals to monitor their technological impact and innovations, and how they compare to similar topics on other publications in U.S.
- ANN ARBOR, MI
2010-2011 **RESEARCH ASSISTANT at U of M, Ford School of Public Policy**
 - Transcribed and coded interviews conducted with residents and employees at homeless shelter in Atlantic City to evaluate rationality of 15% poverty rate in U.S.
 - Highlighted importance of social networks and patterns within chronic homeless population and their responses to different support programs

SKILLS & TOOLS

- Field Study Research
- Interview Transcription
- Python
- HTML and CSS
- Proficient in Korean
- Conversational in Spanish

PROJECTS

- High Risk Business Entities Policy, Data Analyst 2015**
Presented data analysis to senior executives on current high risk business clients using NAICS codes and financial interaction on Excel and PowerPoint to facilitate their decision making process to approve the Policy
- Broker Dealer System of Record Migration, Project Manager 2016**
Coordinated with stakeholders from front-end to tech managers to design 20+ pages of comprehensive process flow for the Broker Dealer business on Visio and facilitated multiple day vendor system demonstrations